Selling

Introduction to Selling Module

The Selling module in DellSuite is designed to streamline the sales process and enhance customer relationship management.

- **Quotations**: Generate and send quotes to potential customers, and convert them into sales orders.
- **Sales Orders**: Create, manage, and track sales orders from initial inquiry to delivery.
- **Invoices**: Issue and manage sales invoices, including handling payments and managing accounts receivable.
- **Customer Management**: Maintain detailed records of customers, including contact information, transaction history, and credit limits.
- **Reports and Analytics**: Access reports on sales performance, revenue, and customer trends to inform strategic decisions.

The Selling module helps businesses efficiently manage their sales processes, improve customer service, and drive revenue growth.

Selling Essentials

In DellSuite's selling module, master doctypes play a pivotal role in managing sales-related data and processes.

By utilising master doctypes effectively, businesses can streamline their sales operations, maintain accurate customer records, track sales transactions, and ensure timely invoicing and payment collection, leading to improved customer satisfaction and overall business performance.

Customer

A customer, who is sometimes known as a client, buyer, or purchaser is the one who receives goods, services, products, or ideas, from a seller for a monetary consideration.

Every customer needs to be assigned a unique id. Customer name itself can be the id or you can set a naming series for ids to be generated in Selling Settings.

To access the Customer list, go to:

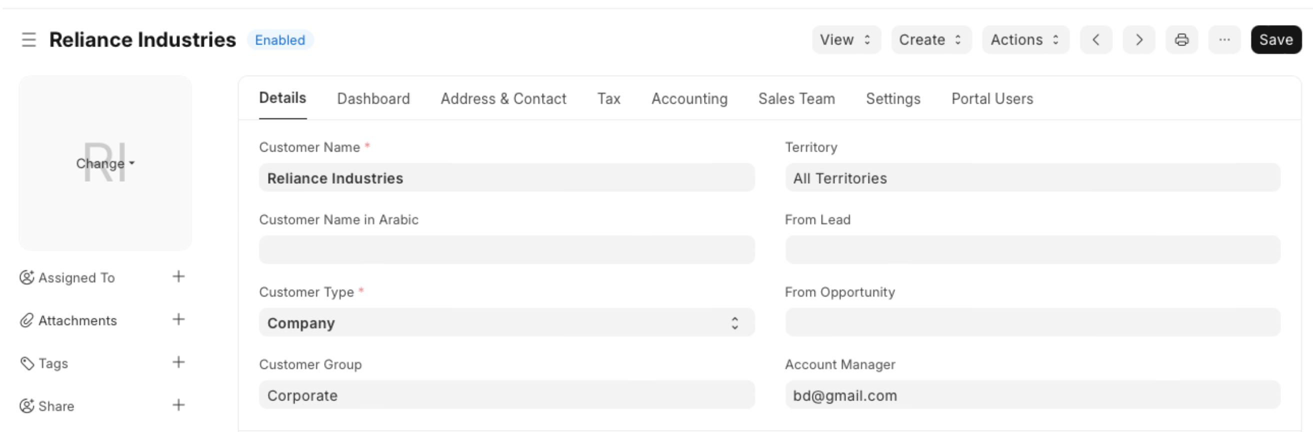
```
Home > CRM > Sales Pipeline
```

Or

Home > Selling > Customers

1. How to create a Customer

1. Go to the Customer list and click on New.
2. Enter Full Name of the customer.
3. Select Individual if the customer represents an individual or Company if the customer represents a company in Type field.
4. Select a Customer Group. Individual, Commercial, Non Profit and Government are available by default. You can create additional groups if you need.
5. Select the Territory.
6. If the customer is being created against a lead, you can select the same in From Lead field.
7. Save.



You can disallow sales orders and sales invoices against a customer by clicking on 'Disabled'.

Advanced Tip: If the customer represents one of your own companies then check 'Is Internal Customer'. Check Inter Company Invoices for more details.

You can also upload customer details via the Data Import Tool.

2. Features

General flow of transactions for a customer is as following:

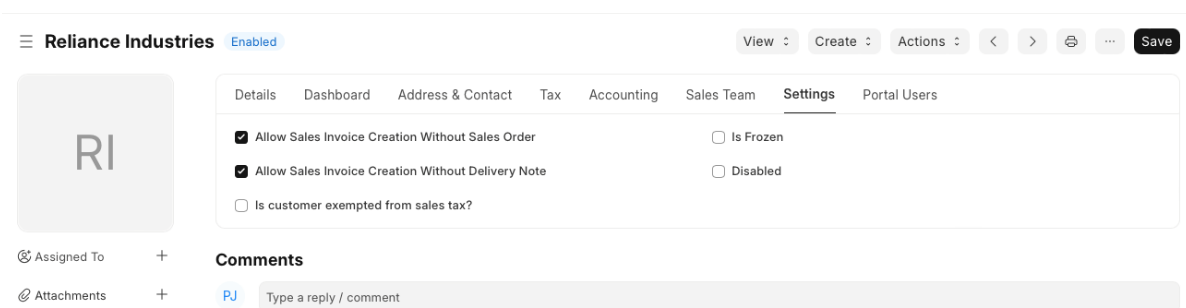
Note: Customers are separate from Contacts and Addresses. A Customer can have multiple Contacts and Addresses.

2.1 Multiple Contacts and Addresses

Contacts and Addresses are stored separately so that you can attach multiple Contacts or Addresses to the customer.

2.2 Allow creation of Sales Invoice without Sales Order and Delivery Note

If the "Delivery Note Required" or "Sales Order Required" option is configured as "Yes" in Selling Settings, it can be overridden for a particular customer by enabling the "Allow Sales Invoice Creation Without Sales Order" or "Allow Sales Invoice Creation Without Delivery Note" in the Customer Master.



2.3 Set Tax Withholding Category

You can set the Tax Withholding Category to set up TCS against eligible customers. For more information, visit the Tax Withholding Category page.

2.4 Default Currency and Price List

DellSuite supports Multiple Currencies and Price Lists.

You can set the default currency to be used for this customer in sales orders and sales invoices by selecting the appropriate currency in Billing Currency.

Similarly, you can set the default price list to be used for this customer in sales orders and sales invoices by selecting the appropriate currency in Default Price List.

2.5 Integration with Accounts

Unlike many accounting software, you need not create a separate accounting ledger for each customer. By default a unified ledger named **Debtors** is created.

However if you specifically need a separate ledger for a customer, first create the ledger under Accounts Receivable in the Chart of Accounts and then add it in ACCOUNTING section of the customer.

Advanced Tip: DellSuite supports Multi-company Accounting. You can use the same customer records in multiple companies. Since an accounting ledger is company specific, you need to select the company and the corresponding ledger in ACCOUNTING section if you decide have separate accounting ledger for a customer.

2.6 Credit Limit and Payment Terms

You can set the credit limit by entering the amount in 'Credit Limit' field. Read Credit Limit for more details.

You can select the default Payment Terms to be applied in sales orders and sales invoices in 'Default Payment Terms Template' field.

2.7 Sales Team and Sales Partner

If you have one or more Sales Person to manage the sales to the customer, you can add them in SALES TEAM section. If multiple sales person are involved you can split the contribution among them. Make sure that the sum of all sales persons contribution equals to 100%.

Check Sales Persons in Sales Transaction for more details.

A Sales Partner is a third party distributor / dealer / commission agent / affiliate / reseller who facilitates your products/services sales, for a commission. If you sell your products/services to the customer through a sales partner you can set it in 'Sales Partner' field and mention the 'Commission Rate' for calculation of commission.

2.8 Loyalty Program

If you would like offer a Loyalty Program to the customer, select the same in Loyalty Program field.

2.9 View Accounting Ledger and Accounts Receivable

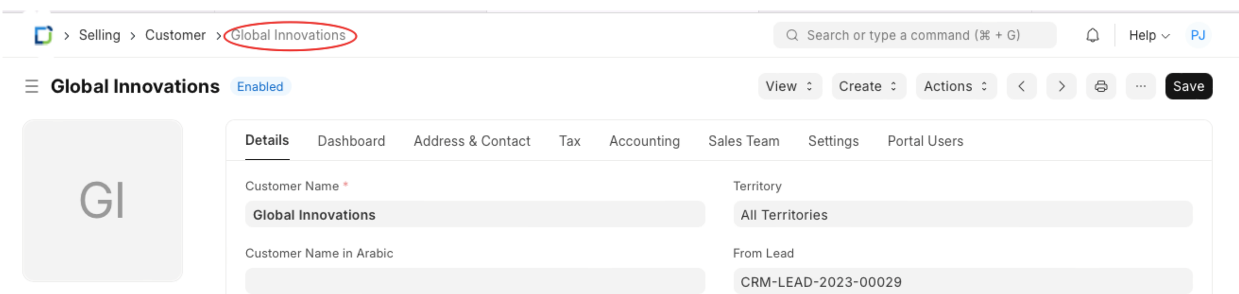
Click on Accounting Ledger button to view all accounting transactions with the customer.

Click on Accounts Receivable button to view the details of all outstanding invoices.

2.10 Set Customer Id, Default Customer Group, Territory, and Price List

You can set how a unique id should be generated each the customer in Selling Settings.

- **Naming Series**: If you would like a unique id to be generated for each customer based on the naming series select 'Naming Series' in Customer Naming By.
- **Customer Name**: If customer name itself should be used as an id then select 'Customer Name' in Customer Naming By. In this case, if you create two customers with identical names, **- 1** will be suffixed to the second customer.



You can set the default customer group, territory and price list in Selling Settings.

You can customize the Customer DocType using Customize Form tool.

Customer Group

Customer Group is an aggregation of customers that are similar in some way.

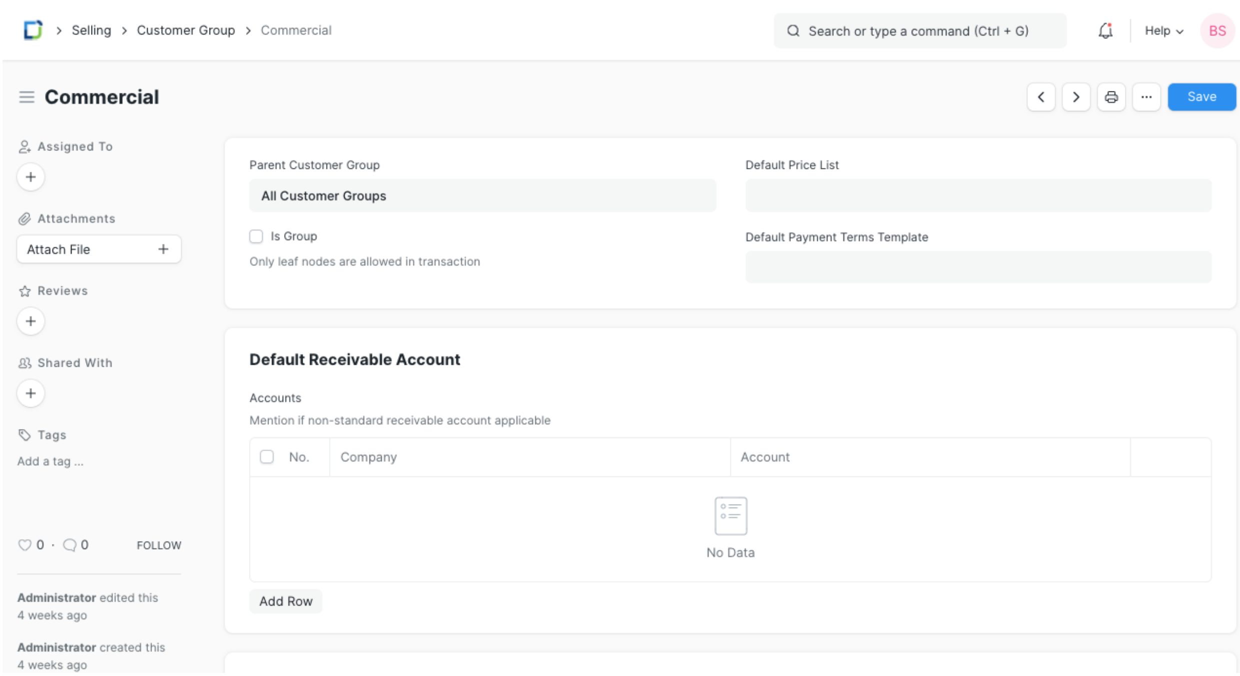
Customer groups allow you to organize your customers. Typically Customers are grouped by market segment based on the domain in which a business operates. Customer Groups are created in hierarchical manner in DellSuite. You can create a main customer group and add sub customer groups under it.

You can define a price a list which will be automatically applied to all customers belonging to that group. You can also get trend analysis for each group. Individual, Commercial and

Government customer groups are created by default. You can add your own customer groups based on your requirement like retail, wholesale etc.

1. How to Create a Customer Group

1. Go to **CRM > Settings > Customer Group**.
2. Click on a parent customer group like 'All Customer Groups'.
3. Click on 'Add Child'.
4. Enter 'Customer Group Name'.
5. Tick 'Group Node' if you would like to add sub customer groups under this.
6. Click on 'Create New'.



Tip: If you think all this is too much effort, you can leave it at "Default Customer Group". But all this effort, will pay off when you start getting reports. An example of a sample report is given below:

2. Features

2.1 Assign Credit Limit, Default Price List, and Default Payment Terms Template

You can assign the credit limit, Price List, and Payment Terms and they will be automatically applied when a customer belonging to the customer group is selected in sales transactions like Sales Order and Sales Invoice.

2.2 Default Receivable Account

You need not create a separate accounting ledger for each customer in DellSuite.
Read Common Receivable Account for more details.

If you need a separate receivable account for a customer, you can add the same in 'Default Receivable Account' section.

Sales Person

Sales Person is a person who sells your products/services.

Sales Persons are created in hierarchical manner in DellSuite. You can create sales persons and add other sales persons under the main sales persons.

To access the Sales Person list, go to:

```
Home > Selling > Selling > Sales Person
```

It can also be accessed from: Home > CRM > Settings > Sales Person

1. How to Create a Sales Person

1. Go to the Sales Person list and click on New.
2. Enter the Sales Person Name.
3. Select the Employee for the Sales Person.
4. Tick 'Group Node' checkbox, if you would like to add more Sales Person under this Sales Person.
5. Click on 'Create New'.

2. Features

2.1 Sales Person in Transactions

You can use Sales Person sales transactions like Sales Order, Delivery Note and Sales Invoice.
Read Sales Persons in Sales Transactions for more details.

2.2 Assign Sales Targets to Sales Person

You can assign sales target for sales person and track the progress. Read Sales Person Target Allocation for more details.

Sales Partner

Sales Partners are people or companies that assist you in getting business.

Sales Partners can be represented by different names in DellSuite. You can call them Channel Partner, Distributor, Dealer, Agent, Retailer, Implementation Partner, Reseller, etc.

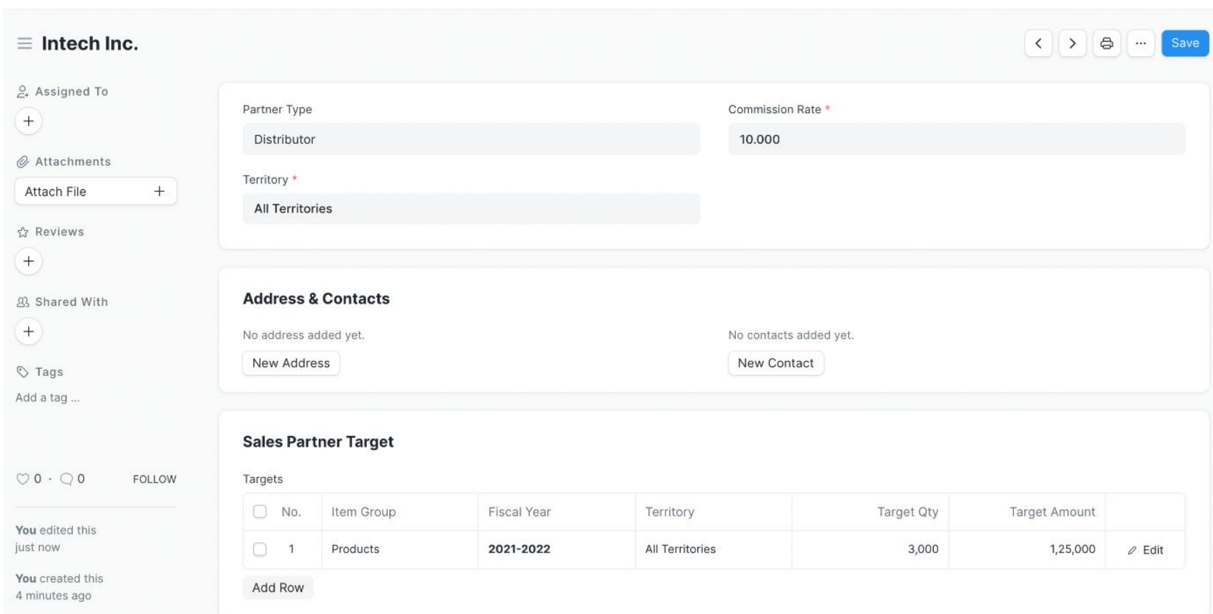
For each Sales Partner, you can define a commission rate. When a Sales Partner is selected in transactions, their commission is calculated over Net Total of Sales Order/Invoice or Delivery Note.

To access Sales Partner, go to:

```
Home > Selling > Sales Partner
```

1. How to Create a Sales Partner

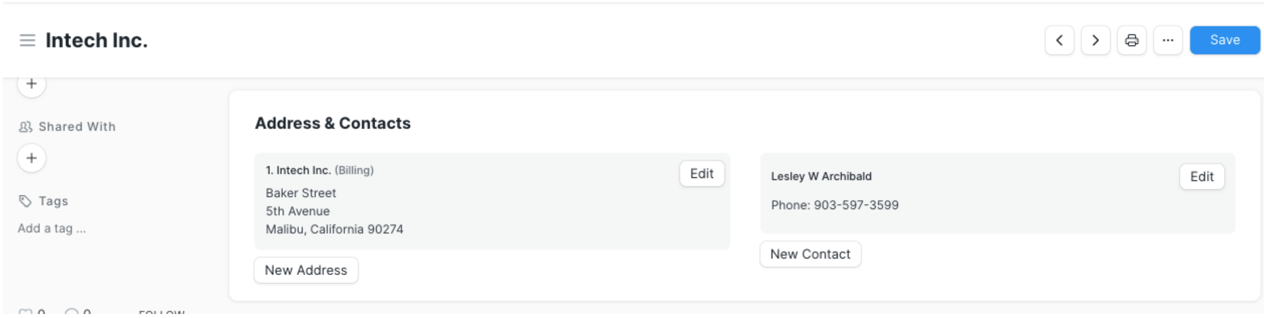
1. Go to the Sales Partner list, click on New.
2. Enter the Sales Partner name and the Commission Rate.
3. You can also select the type of Sales Partner you're creating to identify if they're a Reseller or Retailer, and so on.
4. Save.



2. Features

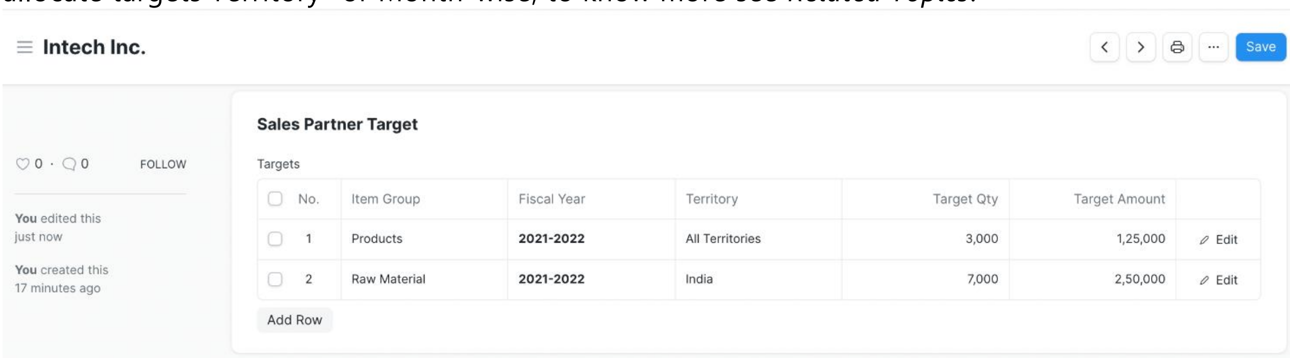
2.1 Address and Contact

You can add and track a Sales Partner's Addresses and Contact details. These can be added in the Address & Contacts section in a Sales Partner:



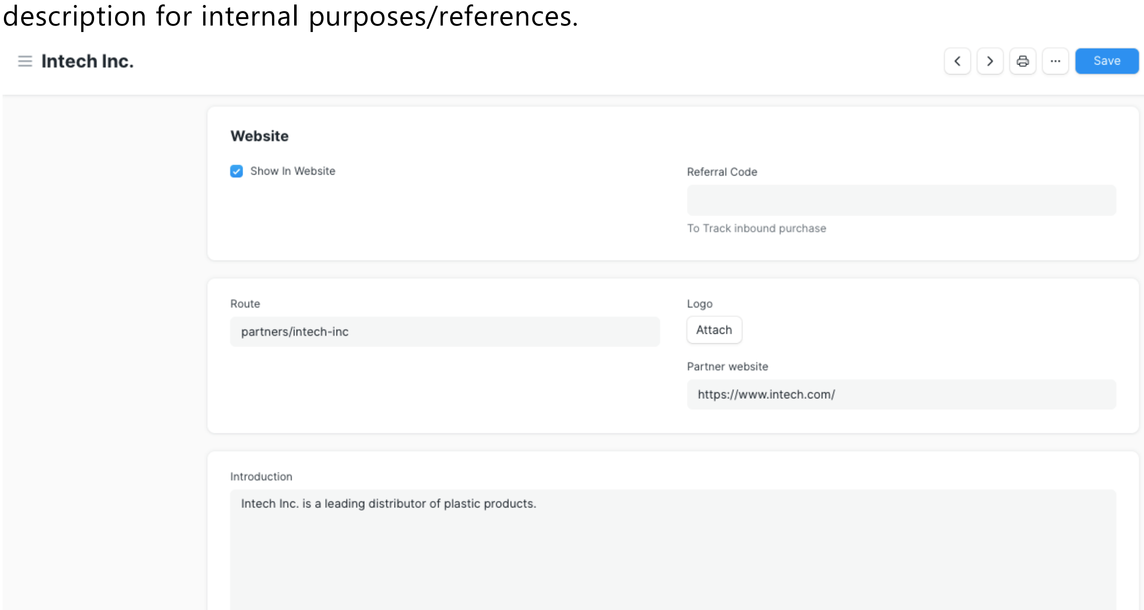
2.2 Sales Partner Target

You can allocate Targets for each Item Group and Territory, based on Qty and Amount. You can allocate targets Territory- or Month-wise, to know more see *Related Topics*.



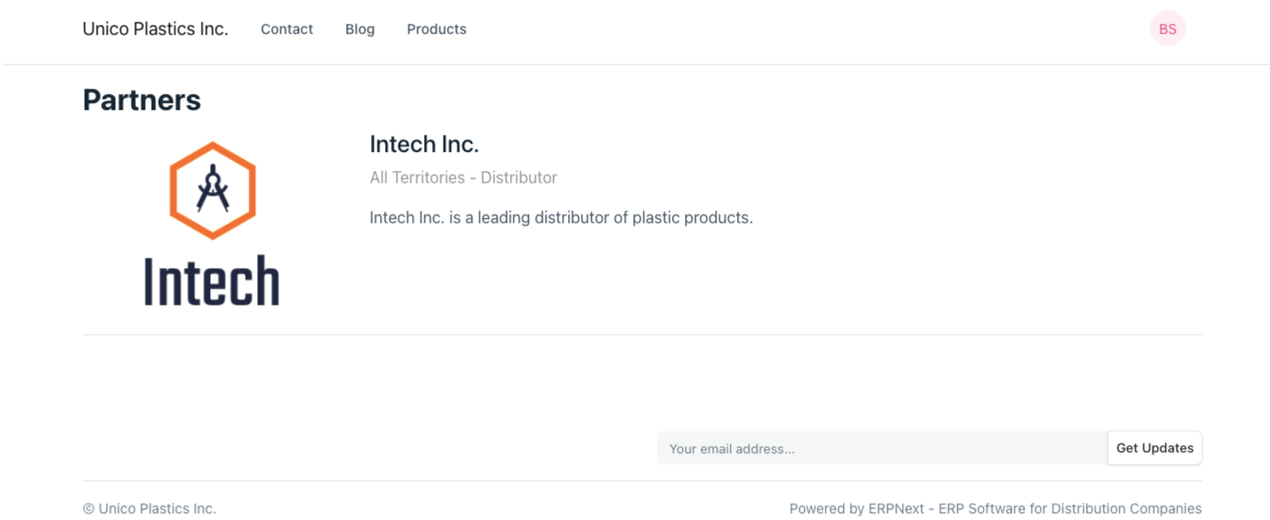
2.3 Including Sales Partners in Your Website

To include the name of your Partner on your website, tick the "Show in Website" checkbox. When you click on "Show in Website", you will see a field where you can attach the logo of your partner's company and enter a brief introduction of the partner, and optionally add a description for internal purposes/references.



To see the listing of partners, go to:

https://yourCompanyName.DellSuite.com/partners

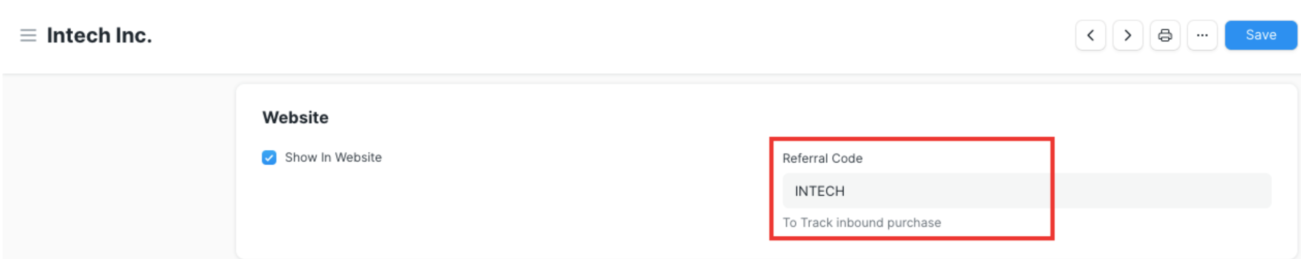


2.4 Track Sales via Sales Partner

Sales Partner can actively generates leads for your company products/ services. To track the performance of each sales partner use Referral Code and their URL as below

URL as shown below should be sent to the sales partner to use in their website/campaign.

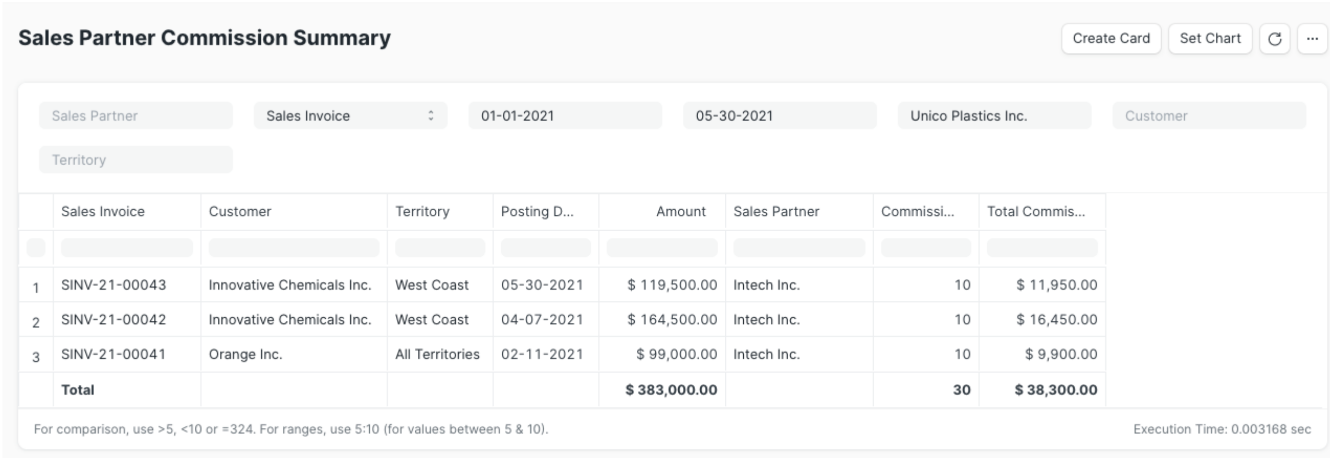
e.g. A URL having "sp" as parameter like this http://xyz.DellSuite.com?sp=speed will capture the Sales Partner Information in the Sales Order generated via Shopping Cart.



3. Sales Partner Reports

3.1 Sales Partner Commission Summary

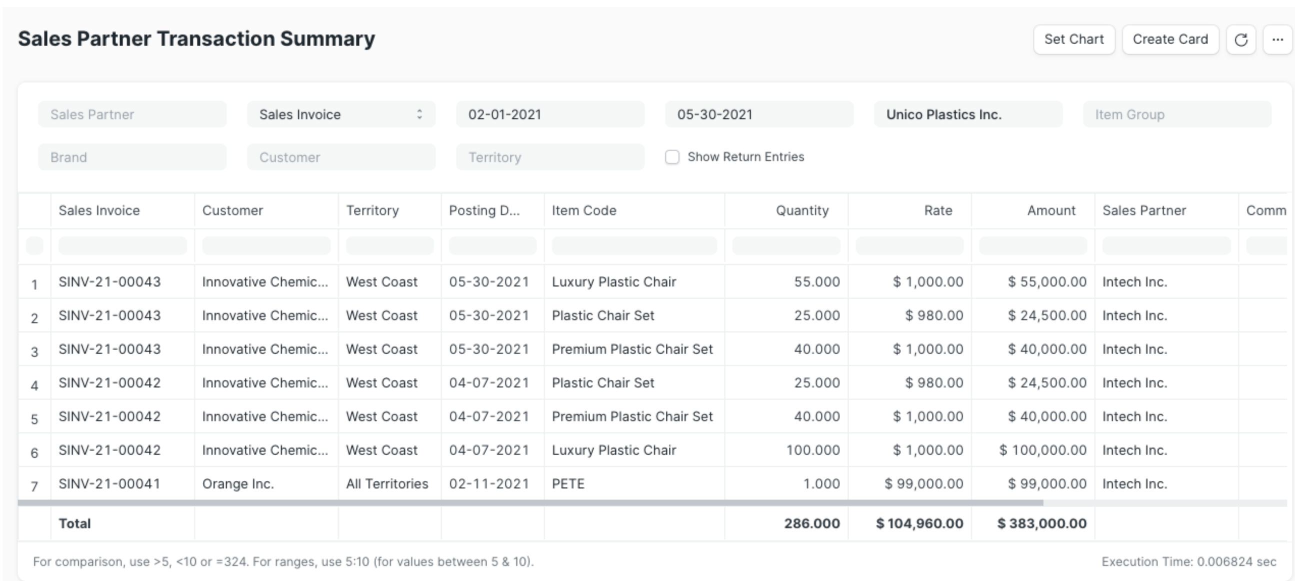
To get Sales Order wise Sales Partner commission data.



	Sales Invoice	Customer	Territory	Posting D...	Amount	Sales Partner	Commissi...	Total Commis...
1	SINV-21-00043	Innovative Chemicals Inc.	West Coast	05-30-2021	$ 119,500.00	Intech Inc.	10	$ 11,950.00
2	SINV-21-00042	Innovative Chemicals Inc.	West Coast	04-07-2021	$ 164,500.00	Intech Inc.	10	$ 16,450.00
3	SINV-21-00041	Orange Inc.	All Territories	02-11-2021	$ 99,000.00	Intech Inc.	10	$ 9,900.00
	Total				**$ 383,000.00**		**30**	**$ 38,300.00**

3.2 Sales Partner Transaction Summary

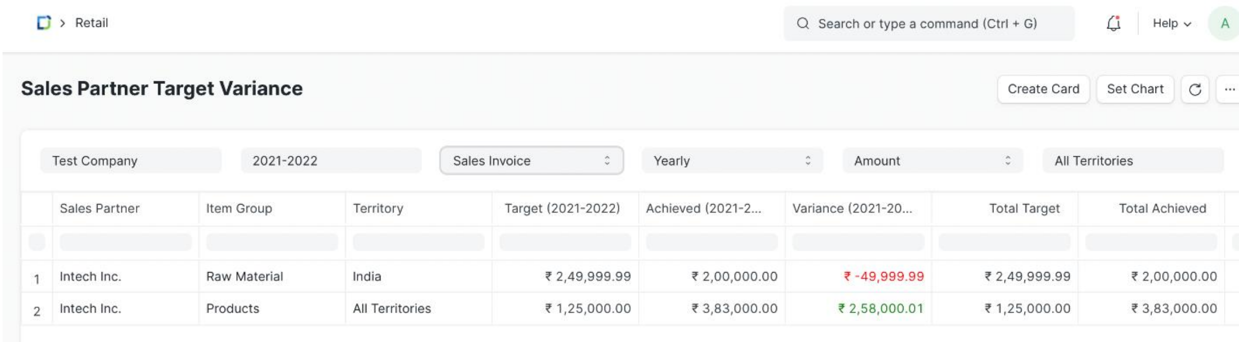
To get Sales Order item-wise Sales Partner commission data.



	Sales Invoice	Customer	Territory	Posting D...	Item Code	Quantity	Rate	Amount	Sales Partner	Comm
1	SINV-21-00043	Innovative Chemic...	West Coast	05-30-2021	Luxury Plastic Chair	55.000	$ 1,000.00	$ 55,000.00	Intech Inc.	
2	SINV-21-00043	Innovative Chemic...	West Coast	05-30-2021	Plastic Chair Set	25.000	$ 980.00	$ 24,500.00	Intech Inc.	
3	SINV-21-00043	Innovative Chemic...	West Coast	05-30-2021	Premium Plastic Chair Set	40.000	$ 1,000.00	$ 40,000.00	Intech Inc.	
4	SINV-21-00042	Innovative Chemic...	West Coast	04-07-2021	Plastic Chair Set	25.000	$ 980.00	$ 24,500.00	Intech Inc.	
5	SINV-21-00042	Innovative Chemic...	West Coast	04-07-2021	Premium Plastic Chair Set	40.000	$ 1,000.00	$ 40,000.00	Intech Inc.	
6	SINV-21-00042	Innovative Chemic...	West Coast	04-07-2021	Luxury Plastic Chair	100.000	$ 1,000.00	$ 100,000.00	Intech Inc.	
7	SINV-21-00041	Orange Inc.	All Territories	02-11-2021	PETE	1.000	$ 99,000.00	$ 99,000.00	Intech Inc.	
	Total					**286.000**	**$ 104,960.00**	**$ 383,000.00**		

3.3 Sales Partner Target Variance

This report will provide you variance between target and actual performance of the Sales Partner based on the Sales Order / Sales Invoice / Delivery Note data. User can view this report period wise like Monthly, Quarterly, Half-Yearly, or Yearly.



Territory

A Territory is a geographical region you do business in.

In DellSuite, a Territory is used to classify Customers, Addresses, in accounting report, and to allocated sales targets.

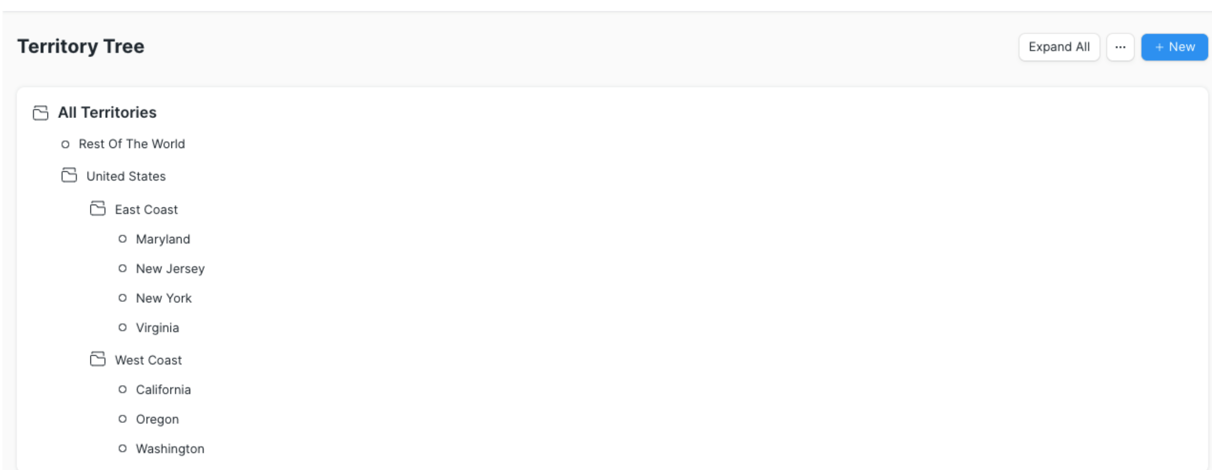
To access the Territory list, go to:

Home > Selling > Settings > Territory

1. How to create a Territory

1. Go to the Territory list, click on New.
2. Tick 'Group Node' if there'll be sub-territories under this Territory. For example, France is a group Territory and Paris is a sub-territory.

3. Save.



You can add multiple sub-territories under a parent territory. On saving, a territory can be selected in transactions and reports.

2. Features

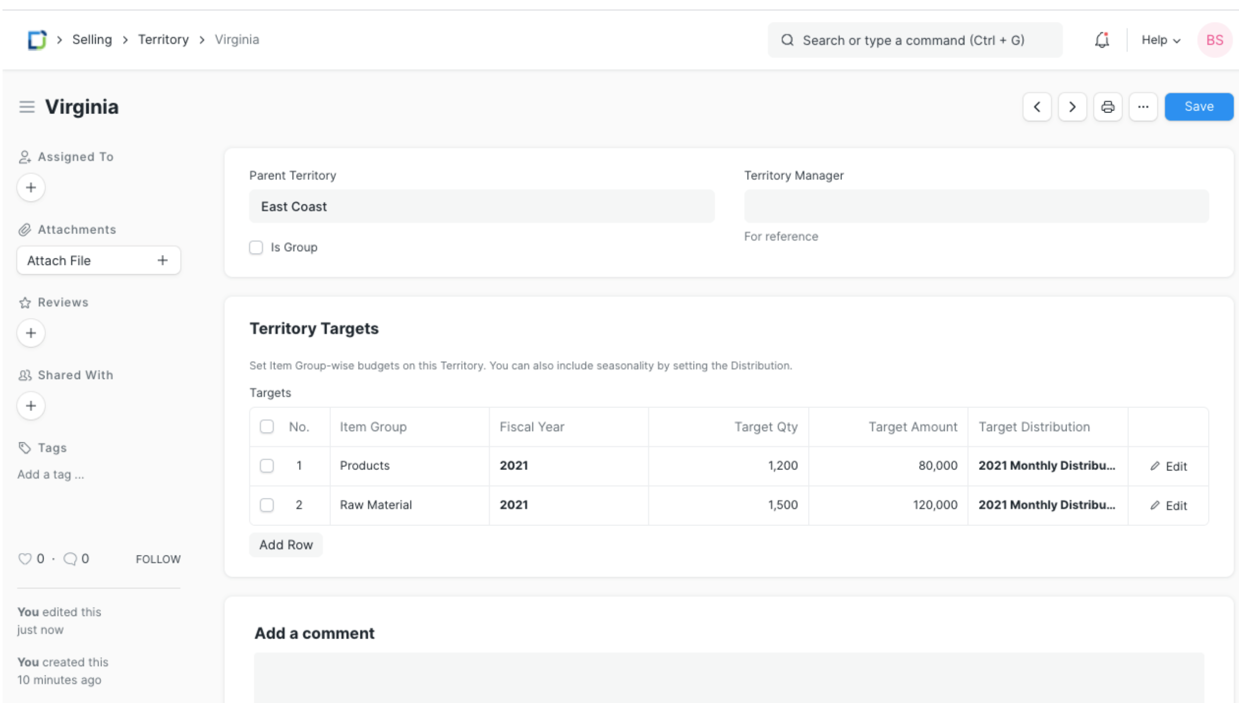
2.1 Assigning a Territory manager

You can assign a Territory Manager who looks after the Sales of of this region. This isa

2.2 Setting Sales Targets

Here you can set specific sales targets based on the following fields:

- Item Group
- Fiscal Year
- Target Qty
- Target Amount
- Target Distribution



To know more about setting sales targets, visit the Sales Person Target Allocation page

Promotional Scheme

Introduced in version 12

A Promotional Scheme is a temporary discount on one or more products.

Promotional schemes help businesses become successful as lower prices for a limited period of time to attract more Customers. They can be easily configured in DellSuite. A Promotional scheme is linked to a pricing rule, against each slab system that will generate the pricing rule.

On creating a Promotional Scheme, the system creates a Pricing Rule. A Promotional Scheme can have multiple Pricing Rules associated with it. In DellSuite, a Promotional Scheme is an easier way to manage pricing on multiple Item/Groups based on different parties and conditions.

To access the Promotional Scheme list, go to:

```
Home > Selling > Items and Pricing > Promotional Scheme
```

1. Prerequisites

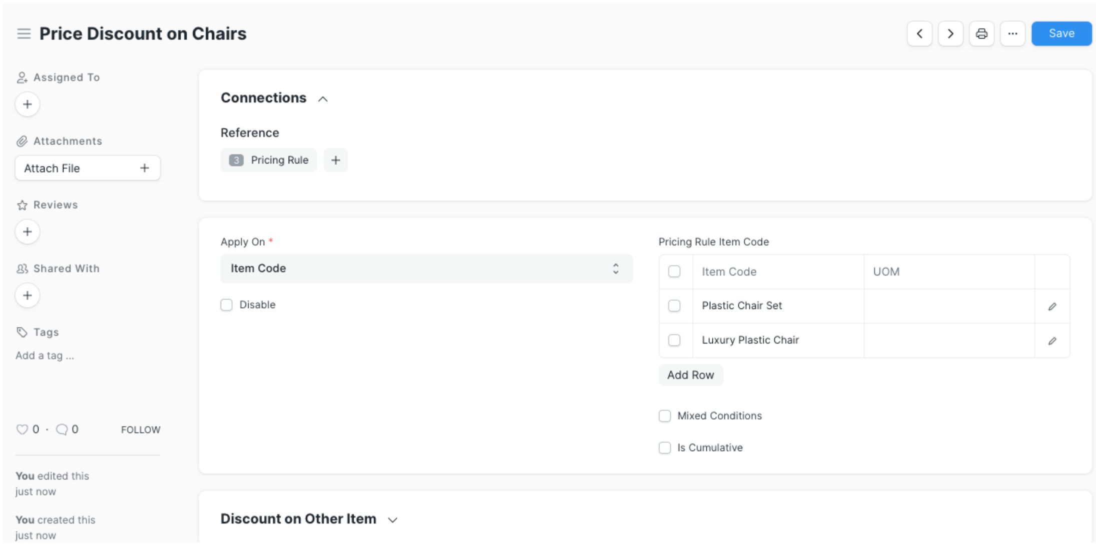
Before creating and using a Promotional Scheme, it is advisable to create the following first:

1. Item
2. Item Group
3. Customer
4. Supplier

2. How to create a Promotional Scheme

1. Go to the Promotional Scheme list and click on New.
2. Enter a title for the rule.
3. Select what to Apply On like Item Code, Item Group, Brand, or Transaction. Selecting Transaction will apply the scheme on the total amount of the transaction.
4. Based on the 'Apply On', system will give you the provision to select the Item Code / Item Group / Brand in the table.
5. Select whether the scheme is for Selling, Buying, or both and set the party information.
6. In the Price Discount Slabs table, set the price discount, product discount.

7. Users can also apply the discount on the other Item Code / Item Group / Brand by selecting the value for Apply Rule On Other field.



8. Save.

Note: On saving a Promotional Scheme, a new Pricing Rule is created.

2.1 Additional fields when creating a Promotional Scheme

Mixed Conditions

If you select two or more Items and set the Min and Max Quantity. The Promotional Scheme will be applied only if the total sum of Items matches the set quantities. For example, you create a Promotional Scheme on Item 1 and Item 2 and set the Min and Max Quantity as 30, the Promotional Scheme will apply only if the total quantity is 30.

Is Cumulative

Enabling this options allows the Promotional Scheme to be applied cumulatively. You need to set the 'Min Amt' and 'Max Amt' for this.

Consider a scenario where the Min Amt is 1,500 and Max Amt is 2,000. Now, if one transaction is created for 1,400 then the Promotional Scheme will not be applied. However, on creating a second invoice of amount 600, Promotional Scheme will be applied. This happened since the total (cumulative) amount of the invoices added up to 2,000. Note that the discount will be applied only to the latest transaction that crosses the cumulative limit.

This can be useful to give discounts if a Customer buys an Item multiple times and you want to reward him with discounts/special prices.

3. Features

3.1 Apply Scheme On Other Item

This feature checks condition on the first Item but applies scheme/discount/rate on another Item.

For example, set Item1 and Item2 in the 'Apply Rule On' table and set 'Apply Rule On Other' on Item3. Now, if the transaction has Item1, Item2, and Item3, the Pricing Rule will apply on Item3 since the first two Items were present in the transaction.

3.2 Party Information

Set whether the Promotional Scheme is for Selling of Buying the Item.

Based on your selection you can set applicability to one of the following masters.

- Customer
- Customer Group
- Territory
- Sales Partner
- Campaign
- Supplier
- Supplier Group

3.3 Validity

You can also set a date interval for when the Promotional Scheme will be valid. This is useful for a sales promotion. On leaving the dates blank the Promotional Scheme will not have any time frame limit.

Currency: Setting a Currency here will cause the Promotional Scheme to be applied only when the Currency is the same in the transaction.

3.4 Price Discount Slabs

Rule Description: Enter a description to keep a not of what this Promotional Scheme entails.

Quantity and Amount

Specify minimum qty, maximum qty, minimum amount, or maximum amount of an Item when this Promotional Scheme should be applicable.

Note that if the quantity or amount falls short or exceeds the limits set here, the Promotional Scheme will not be applied at all. However, it will be applied if you have enabled the options Mixed Conditions or Cumulative.

Setting the Discount/Rate

- **Rate**: This will be the new rate for an Item. For example, if you sell an Item for 100 and want to sell it for 112 for a specific party, then select Rate and set the Rate as 112.

- **Discount Percentage**: A specific discount percentage can be set. For example, a 10% discount on an Item worth 500 would result in a price of 450.
- **Discount Amount**: A fixed discount amount will be applied. For example if you sell an Item for 100 and want to sell it with a discount of 7, then this condition can be set using the Discount Amount option.

Filters for setting discount

- **Warehouse**: Setting a Warehouse here will cause the Promotional Scheme to be applied only if the Item is selected from the Warehouse specified here.

- **Priority**: Consider an Item Group, you want to set specific rules on one Item from the group. This can be done by creating a new Promotional Scheme and setting a higher priority.

- **Threshold for Suggestion**: This is the threshold based on which the system will notify you to adjust Item Quantity for discount. For example, if the Min Quantity is 10 and the Threshold is 9, the system will notify to add 1 more Item for the discount to be applicable. This also applies to the amount set.

- **Validate Applied Rule**: If the entered price is not valid for the Item, the system will not allow you to apply a different rate/discount.

3.5 Product Discount Slabs

A Product Discount is applicable when one or more Items are free on the purchase of other Items. Most fields in this table are the same as the previous section.

The additional options are: * **Same Item**: If you want to give the same Item as free (product discount) on purchase of an Item, enable this checkbox. If you want to give another Item, untick and select the Item to be given as free.

- **Apply Multiple Pricing Rules**: To understand this, consider an Item of Rate 500. There are two Pricing Rules on it P1 and P2. P1 applies 10% discount and P2 applies 5%. Enabling this option will apply a total of 15% on the Item Rate which gives 425.

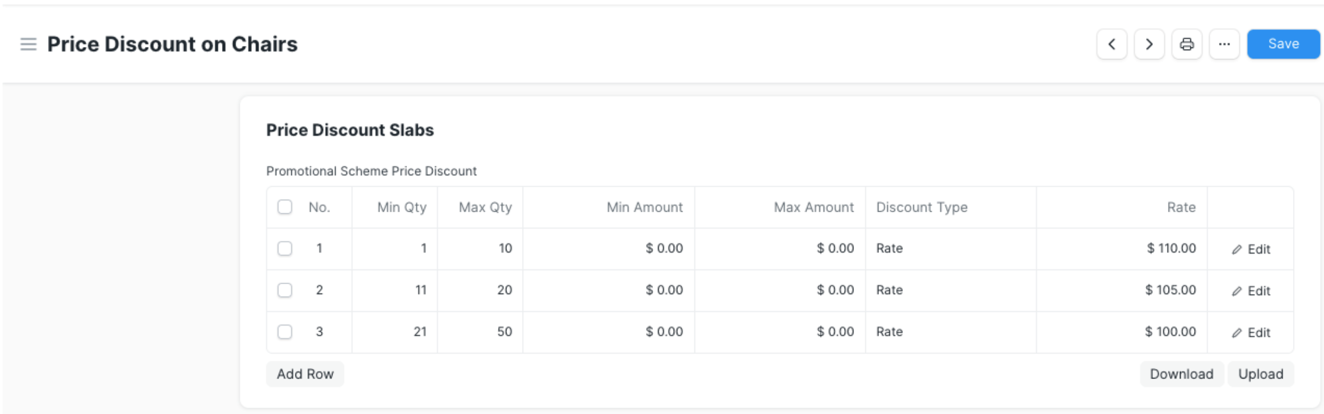
- **UoM**: The Promotional Scheme will apply only if the UoM set here matches with the transaction.

- **Rate**: An Item may be offered free of cost by the Supplier but there may be some tax applicable. Entering a Rate here means that the Customer will have to pay the applicable taxes.

4. Promotional Scheme types

4.1 Price Discount

In this type of promotional scheme, the user gets an option to set the discount in terms of percentage or amount based on the min quantity, max quantity, min amount and max amount on the products. Users can also configure the scheme where they can set the flat rate for the product based on the quantity or the amount of the product.


Price Discount on Chairs

Save

Price Discount Slabs

Promotional Scheme Price Discount

No.	Min Qty	Max Qty	Min Amount	Max Amount	Discount Type	Rate	
1	1	10	$ 0.00	$ 0.00	Rate	$ 110.00	Edit
2	11	20	$ 0.00	$ 0.00	Rate	$ 105.00	Edit
3	21	50	$ 0.00	$ 0.00	Rate	$ 100.00	Edit

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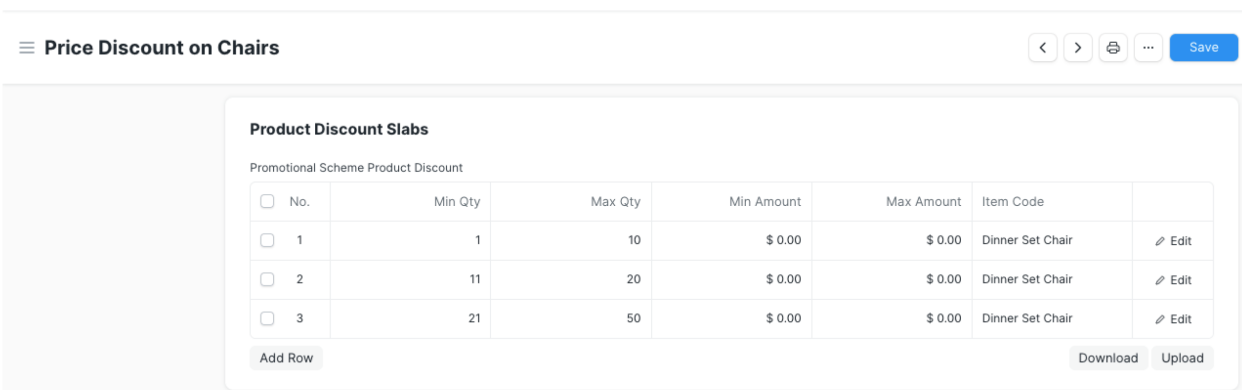
4.2 Product Discount

In this type of promotional scheme, the user gets an option to give a free product on purchase of the same or different product with conditions like min quantity, max quantity, min amount, max amount.


Price Discount on Chairs

Save

Product Discount Slabs

Promotional Scheme Product Discount

No.	Min Qty	Max Qty	Min Amount	Max Amount	Item Code	
1	1	10	$ 0.00	$ 0.00	Dinner Set Chair	Edit
2	11	20	$ 0.00	$ 0.00	Dinner Set Chair	Edit
3	21	50	$ 0.00	$ 0.00	Dinner Set Chair	Edit

Add Row Download Upload

5. How to configure a Promotional Scheme (Examples)

Let's understand how to configure a promotional scheme in DellSuite using some examples.

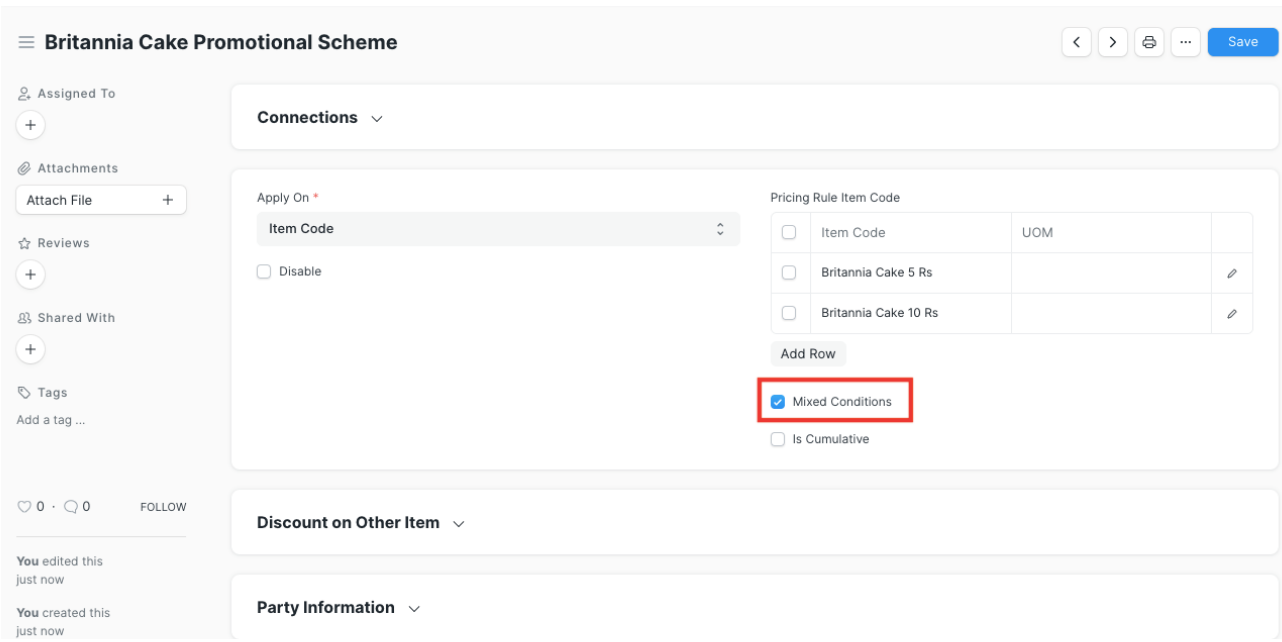
5.1 Mixed Conditions Schemes

Customer A has purchased 10 quantities of Britannia Cake 5 Rs packet and 5 quantities of Britannia Cake 10 Rs packet. Now, the Supplier wants to give a discount of 10% to Customer A. This Supplier also wants to give a 10 % discount to Customer B who has purchased 15 quantities of Britannia Cake 5 Rs packet.

So, the Supplier wants to apply the discount on products Britannia Cake 5 Rs, Britannia Cake 10 Rs only if his Customers have purchased 15 quantities of any product or sum of both products.

To configure this in DellSuite the steps are as follows:

1. Set Apply On as Item Code.
2. Set the Item Code Britannia Cake 5 Rs, Britannia Cake 10 Rs in the Pricing Rule Item Code table.
3. Enable the "Mixed Conditions" field.
4. In the price discount table, set the min qty, max qty as 15.
5. Set the discount type as Discount Percentage and rate as 10.



5.2 To apply a discount on other Item

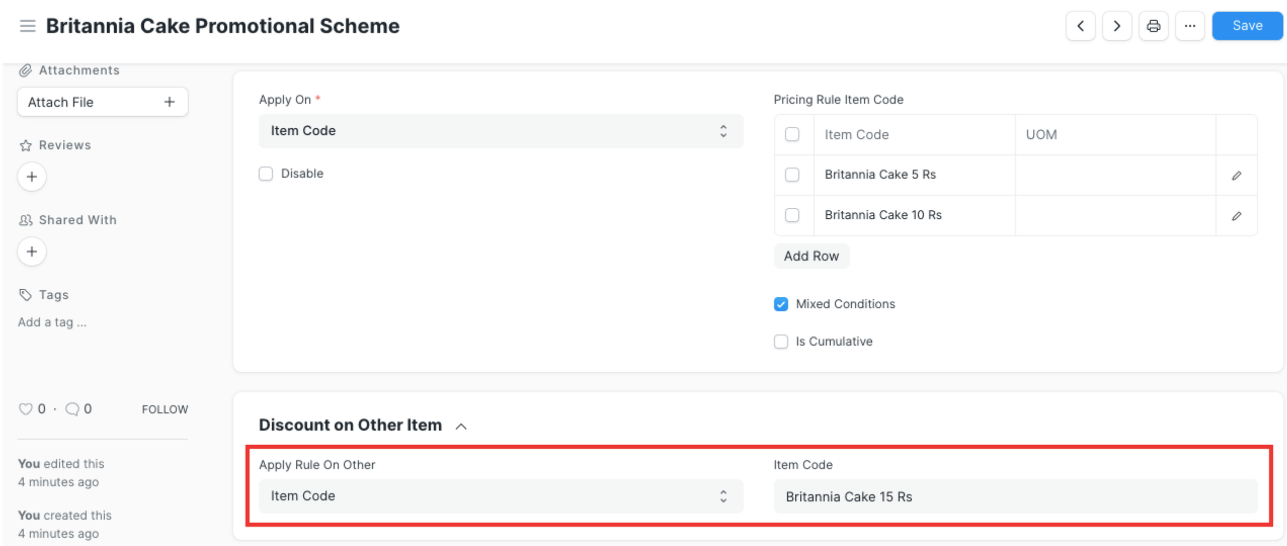
Customer A has purchased 30 quantities of Britannia Cake 5 Rs packet and 2 quantities of Britannia Cake 15 Rs. The Supplier wants to sell the product Britannia Cake 15 Rs at the flat rate 12. Here the original price for the product Britannia Cake 15 Rs is 15.

The Supplier wants to apply the rule only if the Customer has purchased min 30 quantities of the product Britannia Cake 5 Rs or Britannia Cake 10 Rs.

To configure this in DellSuite the steps are as follows

1. Set Apply On as Item Code.
2. Set the item code Britannia Cake 5 Rs, Britannia Cake 10 Rs in the Pricing Rule Item Code table.
3. Apply Rule On Other as Item Code and set Item Code as Britannia Cake 15 Rs.

4. In the price discount table, set the min qty as 30.
5. Set the discount type as Rate and rate as 12.



Selling Transactions

Selling transactions in DellSuite encompass a series of actions involved in the sales process, from receiving and processing orders to delivering goods or services to customers and collecting payments.

Throughout these transactions, DellSuite facilitates seamless communication with customers, tracks sales activity, updates inventory levels in real-time, and integrates with accounting modules to ensure accurate financial records.

Quotation

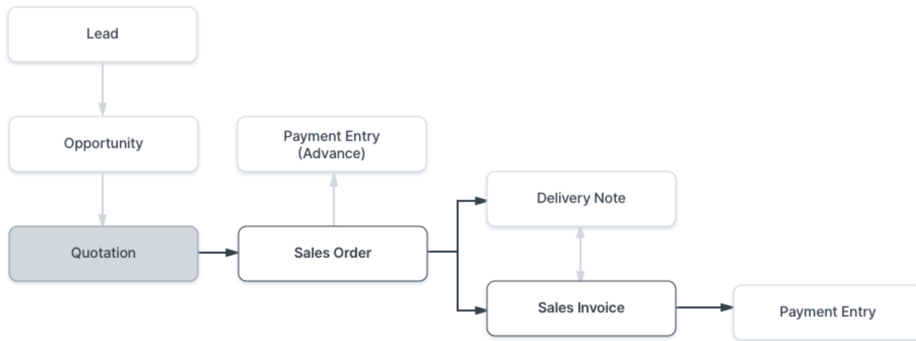
A quotation is an estimated cost of the products/services you're selling to your future/present customer.

During a sale, a customer may request for a note about the products or services you are planning to offer along with the prices and other terms of engagement. This has many names like "Proposal", Estimate", "Pro Forma Invoice" or a **Quotation**.

To access the Quotation list, go to:

```
Home > Selling > Sales > Quotation
```

A typical sales flow looks like:



A Quotation contains details about:

- The recipient of the Quotation
- The Items and quantities you are offering.
- The rates at which they are offered.
- The taxes applicable.
- Other charges (like shipping, insurance) if applicable.
- The validity of contract.
- The time of delivery.
- Other conditions.

Tip: Images look great on Quotations. Make sure your items have an image attached.

1. Prerequisites

Before creating and using a Quotation, it is advised that you create the following first:

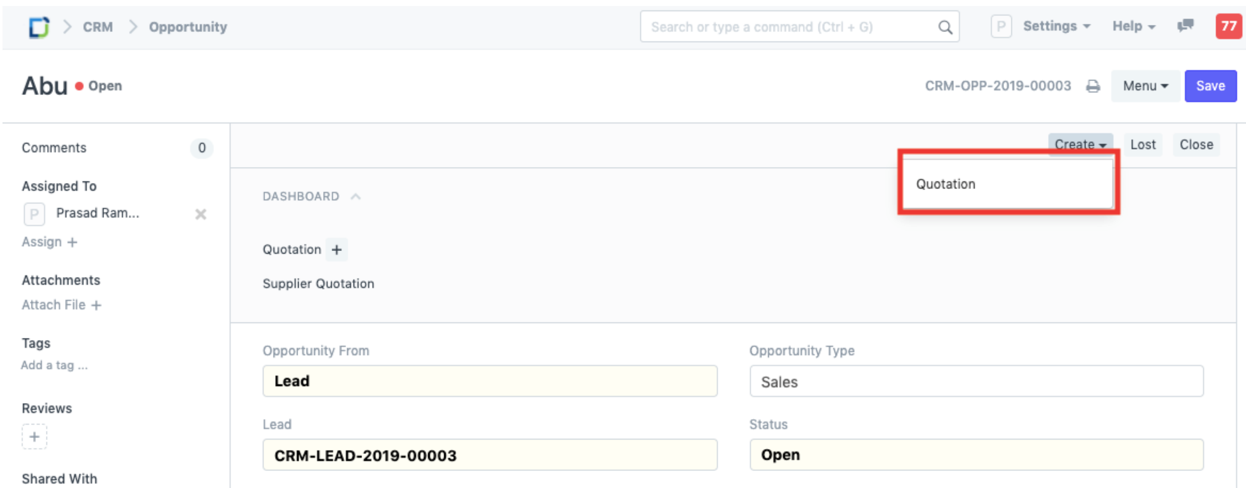
- Customer
- Lead
- Item

2. How to create a Quotation

1. Go to the Quotation list, click on New.
2. Select if the Quotation is to a Customer or a Lead from the 'Quotation To' field.
3. Enter Customer/Lead name.
4. Enter a Valid till date after which the quoted amount will be considered invalid.
5. Order Type can be Sales, Maintenance, or Shopping Cart. Shopping Cart is for website shopping cart and is not intended to be created from here.

6. Add the Items and their quantities in the items table, the prices will be fetched automatically from Item Price. You can also fetch items from an Opportunity by clicking on Get Items from > Opportunity.
7. Add additional taxes and charges as applicable.
8. Save.

You can also create a Quotation from an Opportunity shown as follows.



3. Features

3.1 Address and Contact

In this section there are four fields:

- **Customer Address:** This is the Billing address of the customer.
- **Shipping Address:** Address where the items will be shipped to.
- **Contact Person:** If your customer is an organization, then you can add the person to contact in this field.
- **Territory:** Region where the customer belongs to. Default is All Territories.

3.2 Currency and Price List

You can set the currency in which the quotation/sales order is to be sent. If you set a Pricing List, then the item prices will be fetched from that list. Ticking on Ignore Pricing Rule will ignore the Pricing Rules set in Accounts > Pricing Rule.

Read about Price Lists and Multi-Currency Transactions to know more.

3.3 The Items Table

This table can be expanded by clicking on the inverted triangle present rightmost of the table.

- On selecting Item Code, the following will be fetched automatically: item name, description, any image if set, quantity default as 1, the rates. You can add discounts in the Discounts and Margin section.
- **Under Discount and Margin** you can add extra margin for profit or give a discount. Both can be set based on either amount or percentage. The final rate will be shown below in the Rate section. You can assign an Item Tax Template created specifically for an item.
- **Item weights** will be fetched if set in the Item master.
- In **Warehouse and Reference**, the warehouse will be fetched from the Item master, this is the warehouse where your stock is present.
- Under **Planning** you can see the Projected quantity and the actual quantity present. To know more about these fields, click here. If you click on the 'Stock Balance' button, it'll take you to a doctype where you can generate a stock report for the item.
- **Shopping cart**, additional notes is for website transactions. Notes about the item will be fetched here when added via a shopping cart. For example: make food extra spicy. *Introduced in v12*
- **Page Break** Will create a page break just before this item when printing.
- You can insert rows below/above, duplicate, move, or delete rows in this table.
- Tip: You can also Download the items table in CSV format and Upload it to another transaction.

The total quantity, rate, and net weight of all items will be shown below the item table. The rate shown here is pre-tax.

3.3.1 Alternative Items

You can manually add Items and mark them as alternatives by checking the **Is Alternative** checkbox in the Items Table row. These items will not be counted towards the taxes and totals of the Quotation.

It is important to maintain the right order i.e. alternative item rows must follow a non-alternative item row (the item that they are alternatives to). Grouping will be done on this basis.

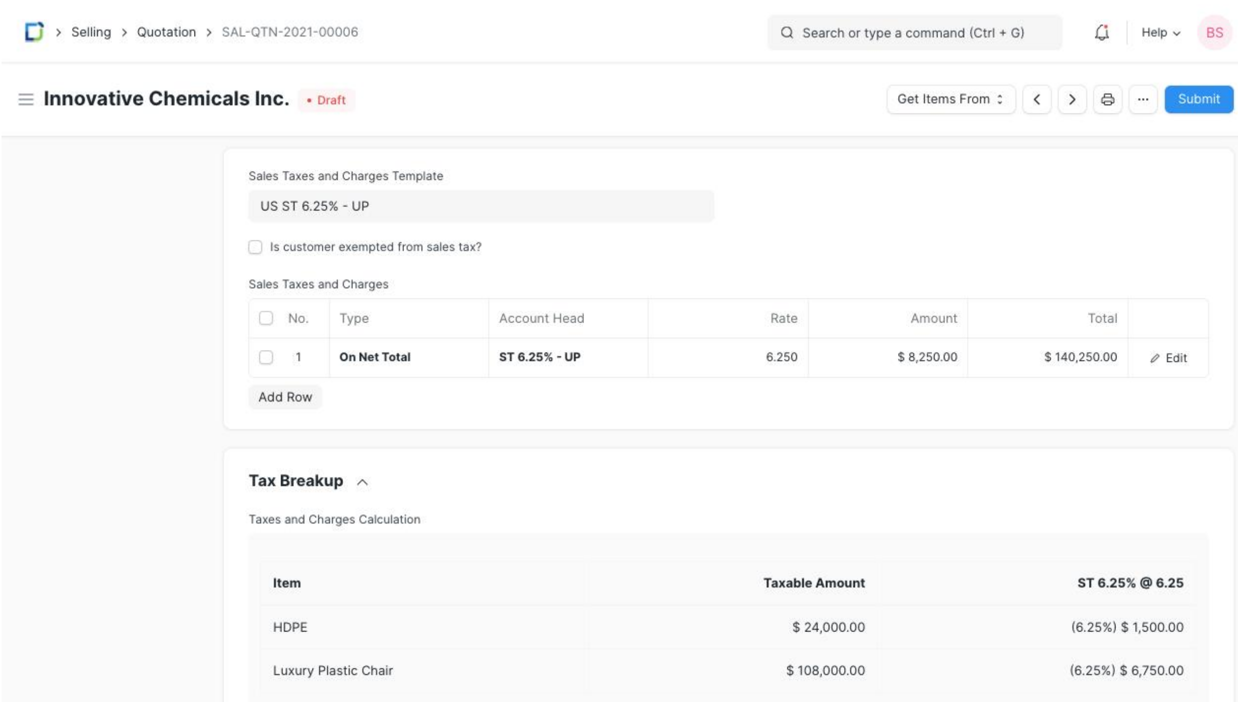
FSH-ROD-001, FSH-ROD-002 and FSH-ROD-003 are treated as a group to select from. In this way you can provide alternatives to your Customer/Lead and they can select from among those.

Selection of items to proceed with occurs after the Quotation is submitted. Visit the Selecting Alternatives section of this page to know more.

3.4 Taxes and Charges

To add taxes to your Quotation, you can select a Sales Taxes and Charges Template or add the taxes manually in the Sales Taxes and Charges table.

The total taxes and charges will be displayed below the table. Clicking on Tax Breakup will show all the components and amounts.



To add taxes automatically via a Tax Category, visit this page.

Shipping Rule

A Shipping Rule helps set the cost of shipping an Item. The cost will usually increase with the distance of shipping. To know more, visit the Shipping Rule page.

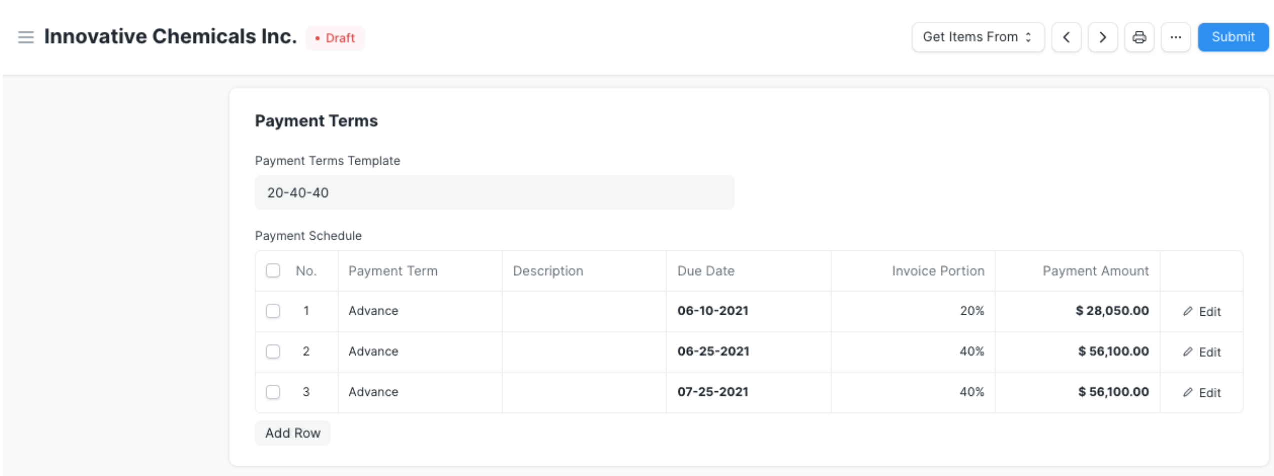
3.5 Additional Discount

Other than offering discount per item, you can add a discount to the whole quotation in this section. This discount could be based on the Grand Total i.e., post tax/charges or Net total i.e., pre tax/charges. The additional discount can be applied as a percentage or an amount.

Read Applying Discount for more details.

3.6 Payment Terms

Sometimes payment is not done all at once. Depending on the agreement, half of the payment may be made before shipment and the other half after receiving the goods/services. You can add a Payment Terms template or add the terms manually in this section.



Read Payment Terms to know more.

3.7 Terms and Conditions

In Sales/Purchase transactions there might be certain Terms and Conditions based on which the Supplier provides goods or services to the Customer. You can apply the Terms and Conditions to transactions to transactions and they will appear when printing the document. To know about Terms and Conditions, click here

3.8 Print Settings

Letterhead

You can print your quotation/sales order on your company's letterhead. Know more here.

'Group same items' will group the same items added multiple times in the items table. This can be seen when your print.

Print Headings

Quotations can also be titled as "Proforma Invoice" or "Proposal". You can do this by selecting a **Print Heading**. To create new Print Headings go to: Home > Settings > Printing > Print Heading. Know more here.

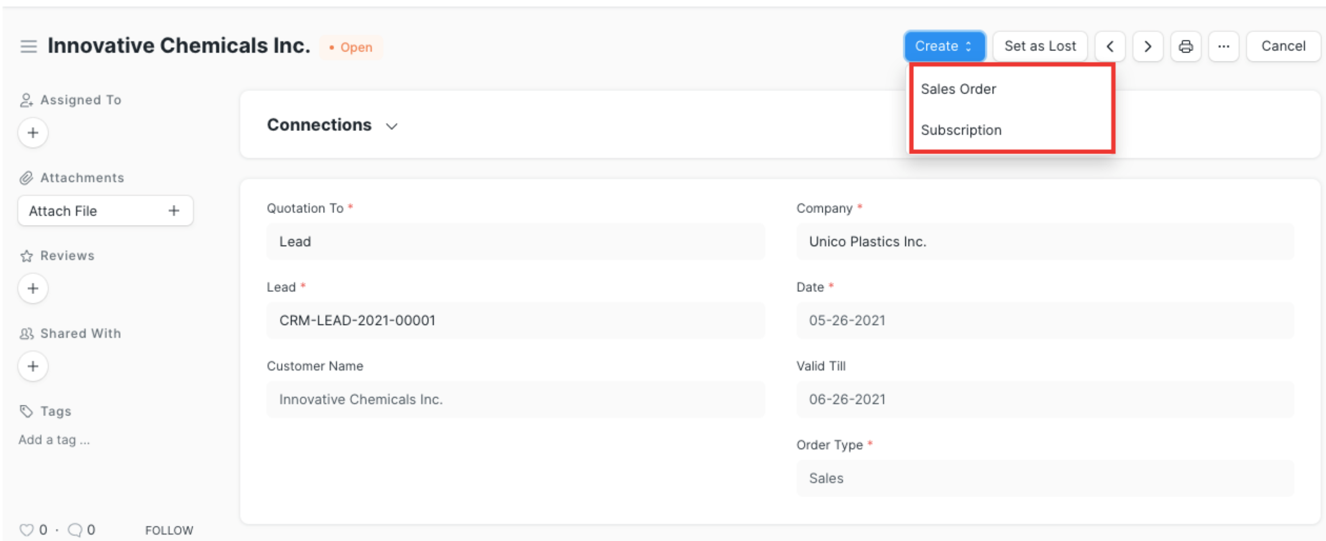
3.9 More Information

- **Campaign:** A Sales campaign can be associated with the quotation. A set of quotations can be part of a sales campaign.
- **Source:** A Lead Source type can be linked if quoting to a lead, whether from a campaign, from a supplier, an exhibition etc,. Select Existing Customer if quoting to a customer.
- **Supplier Quotation:** A Supplier Quotation can be linked for comparing with your current quotation to a buyer. You can get an idea of profit/loss by comparing the two.

3.10 Submitting the Quotation

Quotation is a “Submittable” transaction. When you click on Save, a draft is saved, on submitting, it is submitted permanently. Since you send this Quotation to your Customer or Lead, you must freeze it so that changes are not made after you send the Quotation.

On submitting, you can create a Sales Order or a Subscription from the Quotation using the Create button. In the Dashboard present on the top, you can go to the Sales Order linked with this Quotation. In case it didn't work out, you can set the Quotation as lost by clicking on the 'Set as Lost button'.



3.10.1 Selecting Alternatives

If the Quotation contains alternative items, you will be prompted to select from among alternatives while creating a Sales Order from the Quotation.

As you can see, FSH-ROD-002 and FSH-ROD-003 are alternatives to FSH-ROD-001 that are offered to the Customer.

One of these will be agreed upon and selected, following which the selected item will be

mapped.

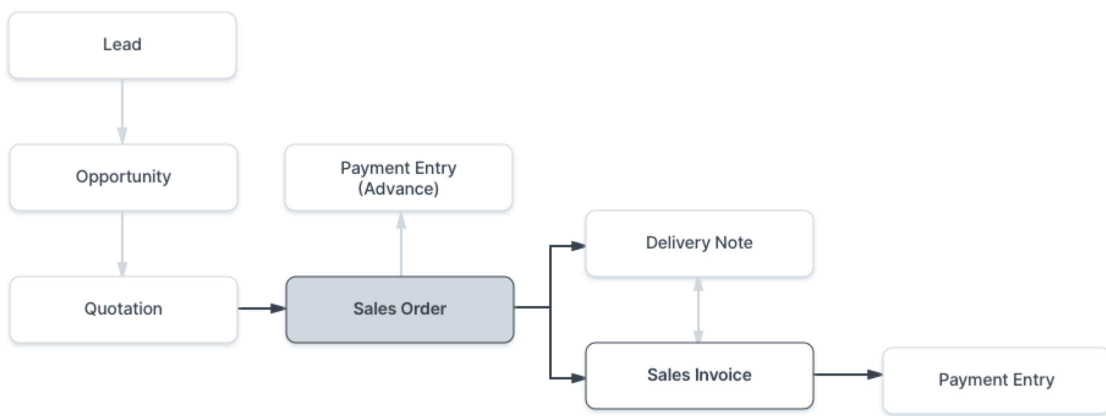
If simple items are involved (without alternatives), they will mapped as usual.

Provision to select alternative items before mapping is only available while creating Sales Orders from **individual Quotations**. If 'Get Items From' is used in a Sales Order or Sales Invoice to fetch Quotation items, only non-alternative items will be fetched and no item selection will be prompted.

Sales Order

A Sales Order is a confirmation of an order from your customer.

It is usually a binding Contract with your Customer. Once your customer confirms the Quotation you can convert your Quotation into a Sales Order.



To access Sales Order, go to:

Home > Selling > Sales > Sales Order

1. Prerequisites

Before creating and using a Sales Order, it is advised that you create the following first:

- Customer
- Item

2. How to create a Sales Order

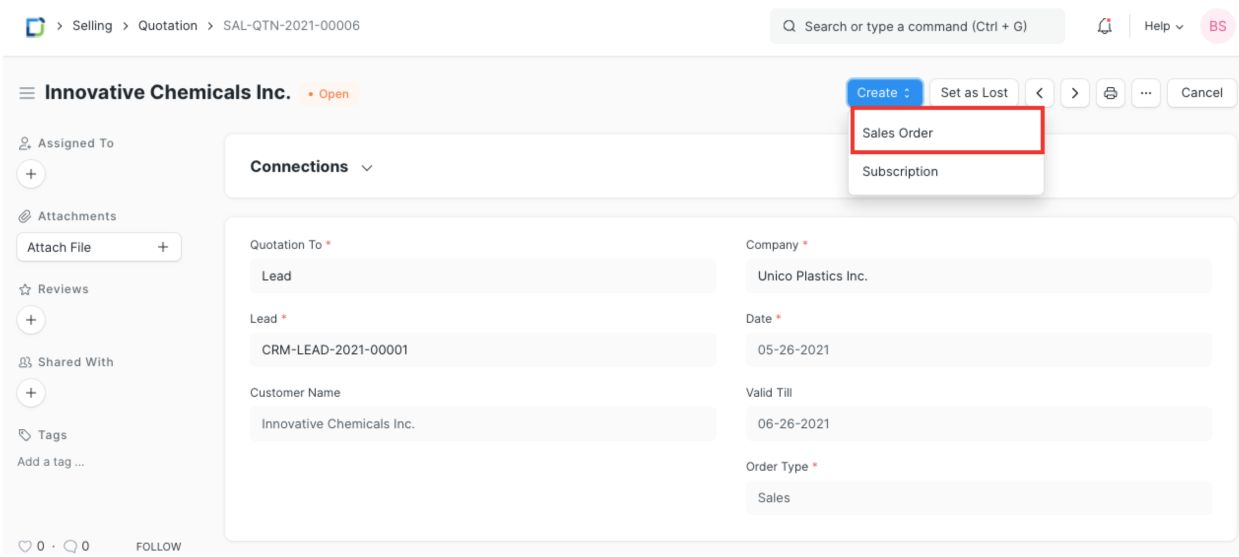
1. Go to the Sales Order list, click on New.
2. Select the Customer.
3. Set the 'Delivery Date' - applied to the whole order.
4. With Order Type, you can set whether it's a Sales order, Maintenance order, or from the online Shopping Cart of your website. By default, this value is set to "Sales".
5. In the "Customer's Purchase Order" you can enter the Customers Purchase Order No. or other details which may be useful as a reference.
6. Enter the items and quantities to be delivered in the Item table. If Item Prices are set for the items, the Rate field will be populated automatically. If not, enter the item Rate

manually. You can also overwrite the auto-populated Item Rate in case you want to change that value.

7. Click "Save" to save a draft of the Sales Order.
8. "Submit" to submit the Sales Order to the System.

2.1 Other ways to create a Sales Order

1. You can also create a Sales Order from a submitted Quotation via the Create button on the top right.



2. Or you can create a new Sales Order and pull details from a Quotation.

To allow for per-Customer, per-Item Pricing Rules, ("Customer A" pays $1.00 for "Item 1" but "Customer B" pays $1.25 for "Item 1"), there's a check box called 'Allow User to Edit Price List Rate in Transaction' in Selling Settings. This enables saving the specific item price per customer when you change a price in the Sales Order.

3. Features

3.1 Currency and Price List

You can set the currency in which the quotation/sales order is to be sent. If you set a Pricing List, then the item prices will be fetched from that list. Ticking on 'Ignore Pricing Rule' will ignore the Pricing Rules set in Accounts > Pricing Rule.

Read about Price Lists and Multi-Currency Transactions to know more.

3.1 Set Source Warehouse

If you have the same stock in multiple warehouses, setting a warehouse here will cause all the items from the item table to be fetched from this warehouse. You need to have stock available in this 'source warehouse' you're setting. Note that this option will override the 'Default Warehouse' you've set in the Item master.

3.2 The Items Table

- **Delivery Date against each item**: If there are multiple items and if you enter a delivery date in the first row, the date will be copied to other rows as well where it is blank. You'll have to set these if not set globally at the top of the Sales Order.

  A Sales Order displays the billed amount, valuation rate, and gross profit in the items table when you click on the inverted triangle to expand a row.

  You can also add Items in the Items table by scanning their barcodes if you have a barcode scanner. Read documentation for tracking items using barcode to know more.

- **Delivery Warehouse**: This is the warehouse from where the stock will be picked to be delivered to your customer.

- **Drop Ship**: This is a situation where you do not keep items in stock in your own Warehouse but deliver items directly to a customer from a distributor. To enable drop shipping for an item tick on the 'Supplier delivers to Customer'. When you tick on this, the Delivery Warehouse option will disappear since you're not shipping the item. Select your supplier in the 'Supplier' field.

  Further, if you create a purchase order from this sales order, it'll be created for the supplier you selected here and only the items which are valid for drop shipping.

- **Planning**: Read Projected Quantity to know about the fields under planning.

The other fields in the item table are similar as explained in Quotation.

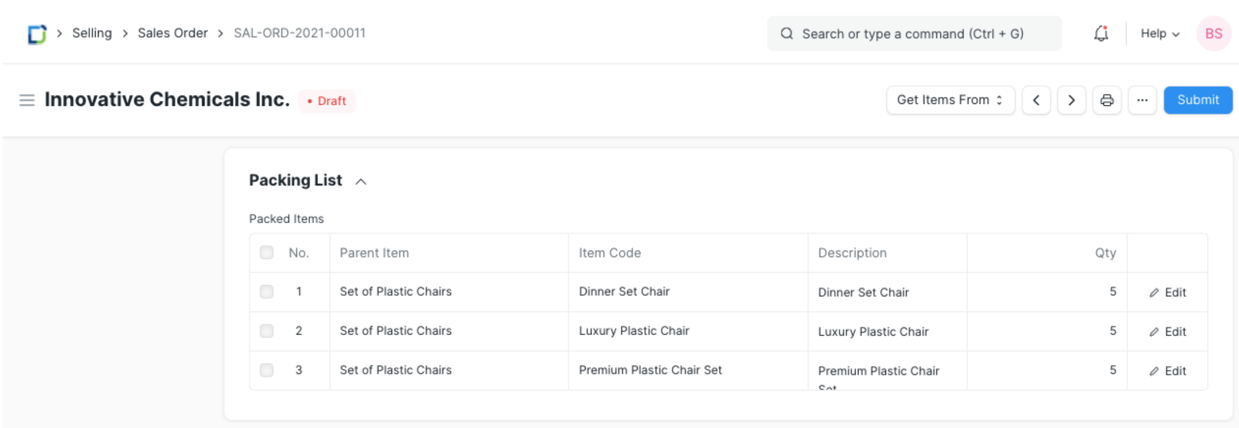
3.3 Packing List

This is linked to the Product Bundle and appears only when the transaction involves a product bundle.

The “Packing List” table will be automatically updated when you “Save” the Sales Order. If any Items in your table are Product Bundle (packets), then the “Packing List” will contain the exploded (detailed) list of your Items.

You will be asked to select a Delivery Warehouse even for a product bundle item, this warehouse will be then updated in the Packing List items. You can change the warehouse, serial number, and batch in the packing list items in case items in your product bundle come from different warehouses.

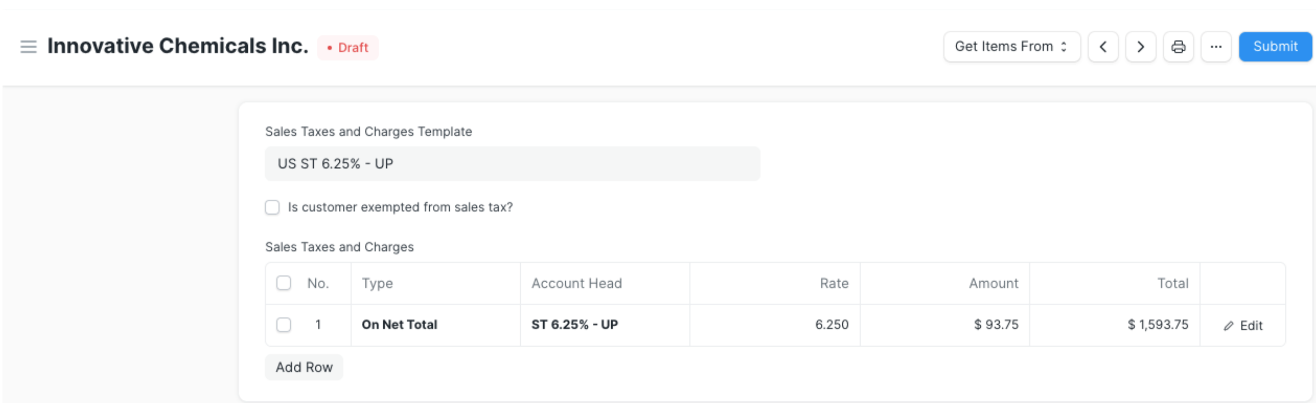
Here is what a Packing List looks like:



3.4 Taxes and Charges

To add taxes to your Sales Order, you can select a Sales Taxes and Charges Template or add the taxes manually in the Sales Taxes and Charges table.

The total taxes and charges will be displayed below the table. Clicking on Tax Breakup will show all the components and amounts.



Shipping Rule

A Shipping Rule helps set the cost of shipping an Item. The cost will usually increase with the distance of shipping. To know more, visit the Shipping Rule page.

If a Tax Category is selected, the template and tax table will be automatically populated. To know more, visit this page.

3.5 Additional Discount

Other than offering discount per item, you can add a discount to the whole sales order in this section. This discount could be based on the Grand Total i.e., post tax/charges or Net total i.e., pre tax/charges. The additional discount can be applied as a percentage or an amount.

Read Applying Discount for more details.

3.6 Payment Terms

Sometimes payment is not done all at once. Depending on the agreement, half of the payment may be made before shipment and the other half after receiving the goods/services. You can add a Payment Terms template or add the terms manually in this section.

Read Payment Terms to know more.

3.7 Terms and Conditions

In Sales/Purchase transactions there might be certain Terms and Conditions based on which the Supplier provides goods or services to the Customer. You can apply the Terms and Conditions to transactions to transactions and they will appear when printing the document. To know about Terms and Conditions, click here

3.8 Print Settings

Letterhead

You can print your quotation/sales order on your company's letterhead. Know more here.

'Group same items' will group the same items added multiple times in the items table. This can be seen when your print.

Print Headings

Quotations can also be titled as “Proforma Invoice” or “Proposal”. You can do this by selecting a **Print Heading**. To create new Print Headings go to: Home > Settings > Printing > Print Heading. Know more here.

3.9 More Information

- **Campaign:** A Sales campaign can be associated with the quotation. A set of quotations can be part of a sales campaign.
- **Source:** A Lead Source type can be linked if quoting to a lead, whether from a campaign, from a supplier, an exhibition etc,. Select Existing Customer if quoting to a customer.
- **Inter Company Order Reference**: If two of your companies are part of the same organization or have a parent-child relationship, you can link a Purchase Order to this Sales Order. Know more about inter-company invoicing here.

- **Project**: If your Sales Order is part of a project, you can link it here and the Project progress will be updated.

3.10 Billing and Delivery Status

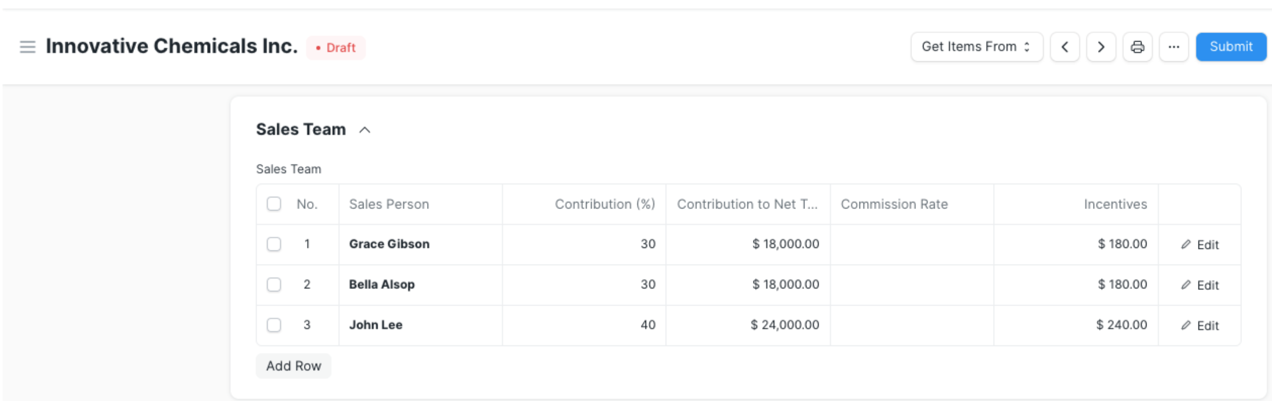
- **Status**: The status of the Sales Order whether a Draft, On Hold, To Deliver and Bill, To Bill, To Deliver, Completed, Cancelled, or Closed.
- **Amount Billed and Delivered percent**: The percentage of amount billed and the items delivered from the Sales Order.

3.11 Commission

If the sale took place via one of your Sales Partners, you can add their commission details here. Enter the commission rate and the commission amount will be displayed below.

3.12 Sales Team

Sales Persons: DellSuite allows you to add multiple Sales Persons who may have worked on this deal. You can change the contribution percentage of the Sales Persons and track how much incentives they earned on this deal.



3.13 Auto Repeat Section

Auto repeating Sales Orders is like a subscription. Set a start and end date for the auto-repeat. Select the Auto Repeat created. To know more about auto repeat click here.

3.14 After Submitting

Sales Order is a "Submittable" transaction. You will be able to execute further steps (like making a Delivery Note) only after "Submitting" a Sales Order.

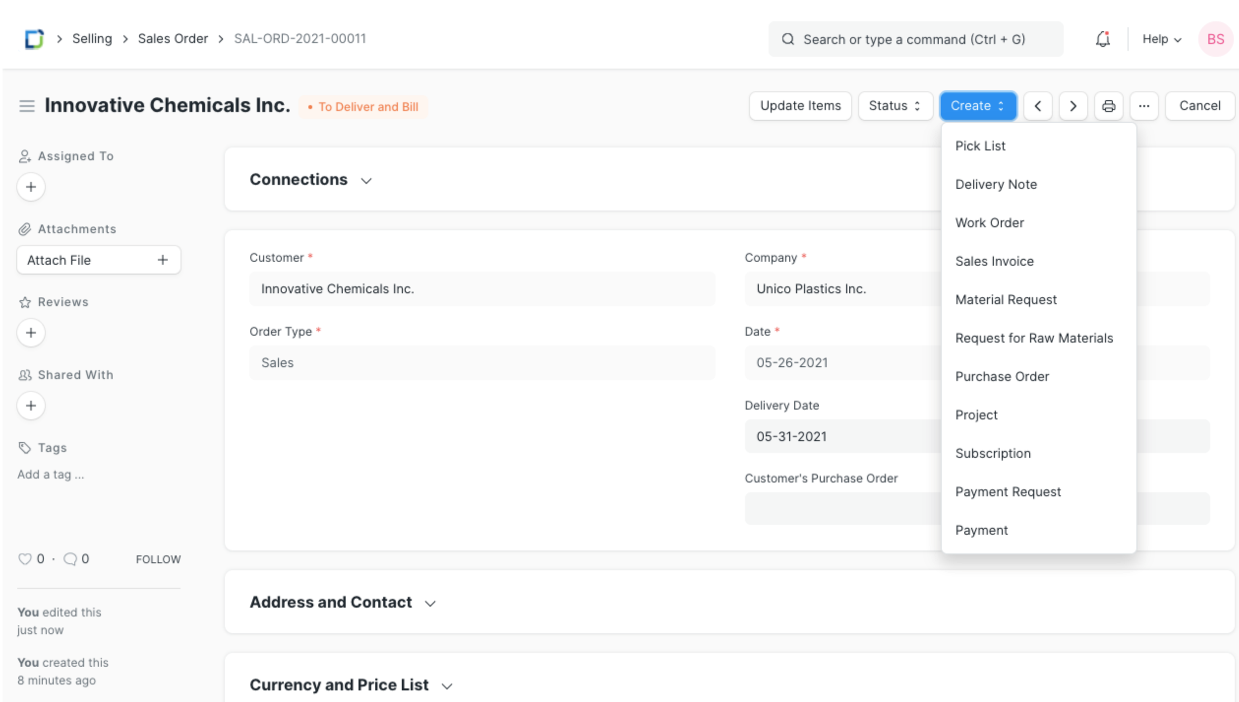
Once you "Submit" your Sales Order, you can trigger actions from the Sales Order:

- You can Add, Update, Delete items in the Sales Order by clicking on the **Update Items** button. However you cannot delete items which has already been delivered or has work order assigned to it.

- Status: Once submitted, you can hold a Sales Order or Close it.

- Create: From a submitted Sales Order, you can create the following:
    - Delivery Note - To make a shipment entry. You can also make Delivery Note for selected items based on the delivery date.
    - Work Order - To start a Work Order with the raw materials.
    - Sales Invoice - To bill the Order.
    - Material Request - To request re-stocking materials if out of stock.
    - Request for Raw Materials - To request raw materials required for manufacturing.
    - Project - To create a project based on the Sales Order.
    - Subscription - To auto repeat the Sales Order, i.e., make it a subscription.
    - Payment Request - To make a Payment Request.
    - Payment - To record payment against the Sales Order.

These actions can also be seen at the top of the Dashboard. You can also make an accounting Journal Entry based on the Sales Order from the dashboard.



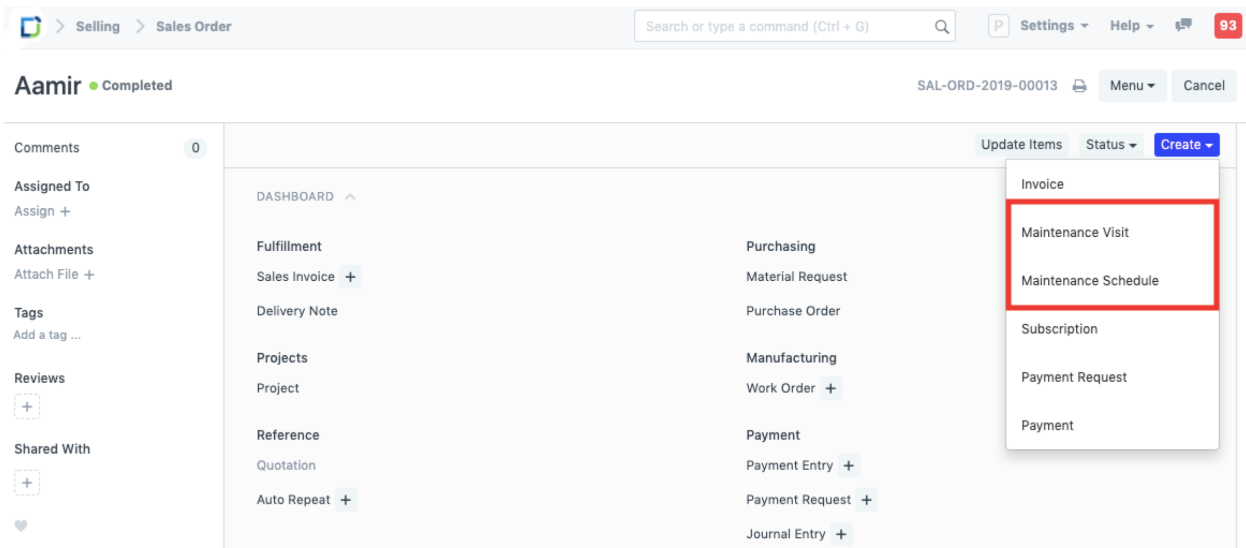
3.15 Sales Order with Order type 'Maintenance'

When the 'Order Type' of the Sales Order is 'Maintenance' follow these steps:

1. Enter Currency, Price list, and Item details.
2. Mention taxes and other information.
3. Save and Submit the form.

4. Once the form is submitted, the Create button will provide these choices specific to the maintenance Order Type.

   i) Maintenance Visit ii) Maintenance Schedule.



Note 1: By clicking on the Action button and selecting 'Maintenance Visit' you can directly fill the visit form. The Sales Order details will be fetched directly.

Note 2: By clicking on the Action button and selecting 'Maintenance Schedule' you can fill the schedule details. The Sales Order details will be fetched directly.

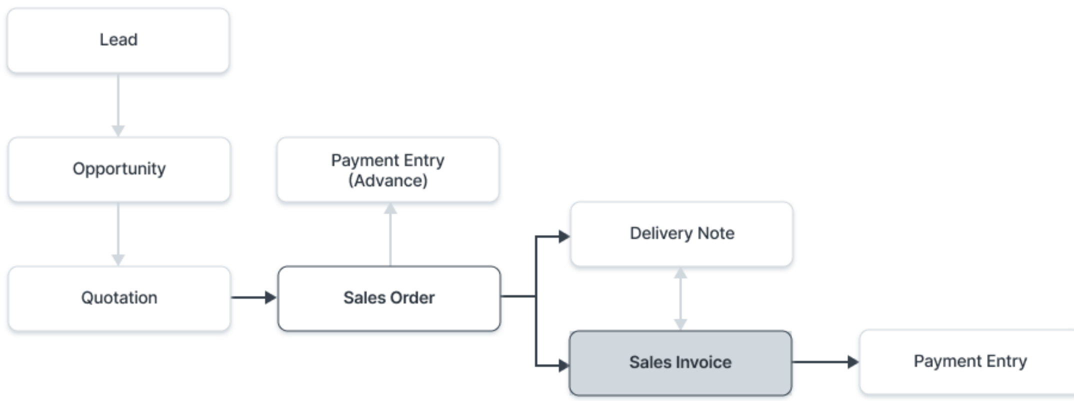
Note 3: By clicking on the Invoice button you can make an Invoice for your services. The sales orders details will be fetched directly.

Sales Invoice

A Sales Invoice is a bill that you send to your Customers against which the Customer makes the payment.

Sales Invoice is an accounting transaction. On submission of Sales Invoice, the system updates the receivable and books income against a Customer Account.

To access the Sales Invoice list, go to: > Home > Accounting > Accounts Receivable > Sales Invoice



1. Prerequisites

Before creating and using a Sales Invoice, it is advised to create the following first:

- Item
- Customer

- Optional:
  - Sales Order
  - Delivery Note

2. How to create a Sales Invoice

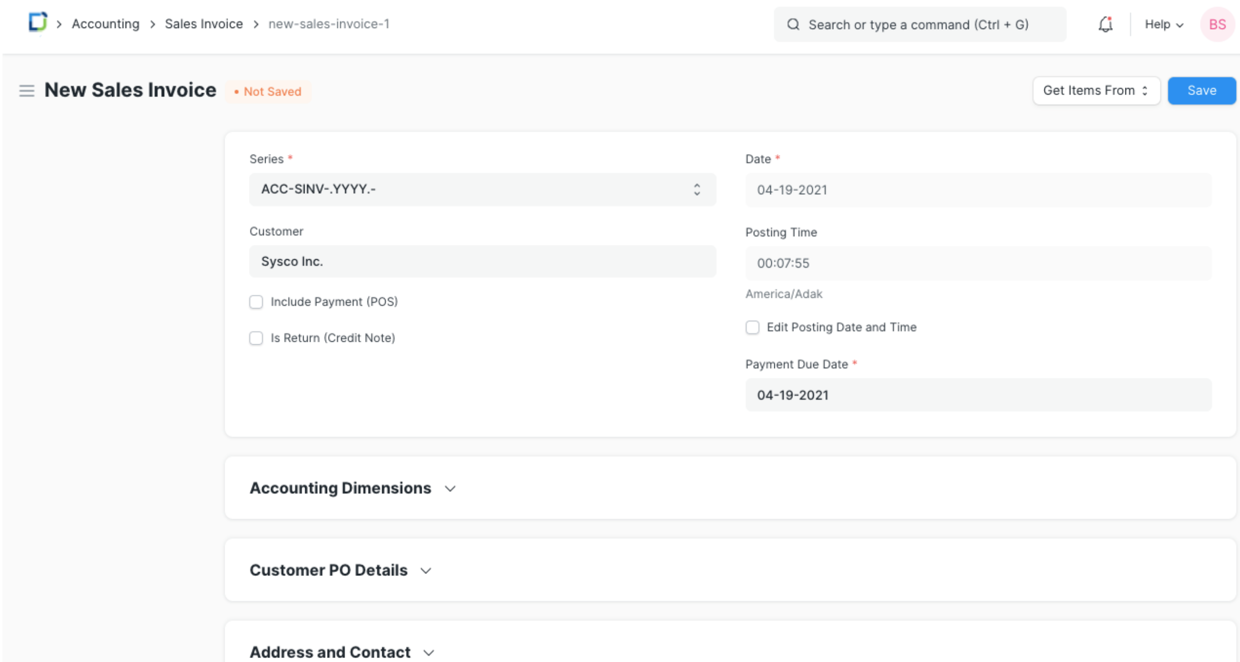
A Sales Invoice is usually created from a Sales Order or a Delivery Note. The Customer's Item details will be fetched into the Sales Invoice. However, you can also create a Sales Invoice directly, for example, a POS invoice.

To fetch the details automatically in a Sales Invoice, click on the **Get Items from**. The details can be fetched from a Sales Order, Delivery Note, or a Quotation.

For manual creation, follow these steps:

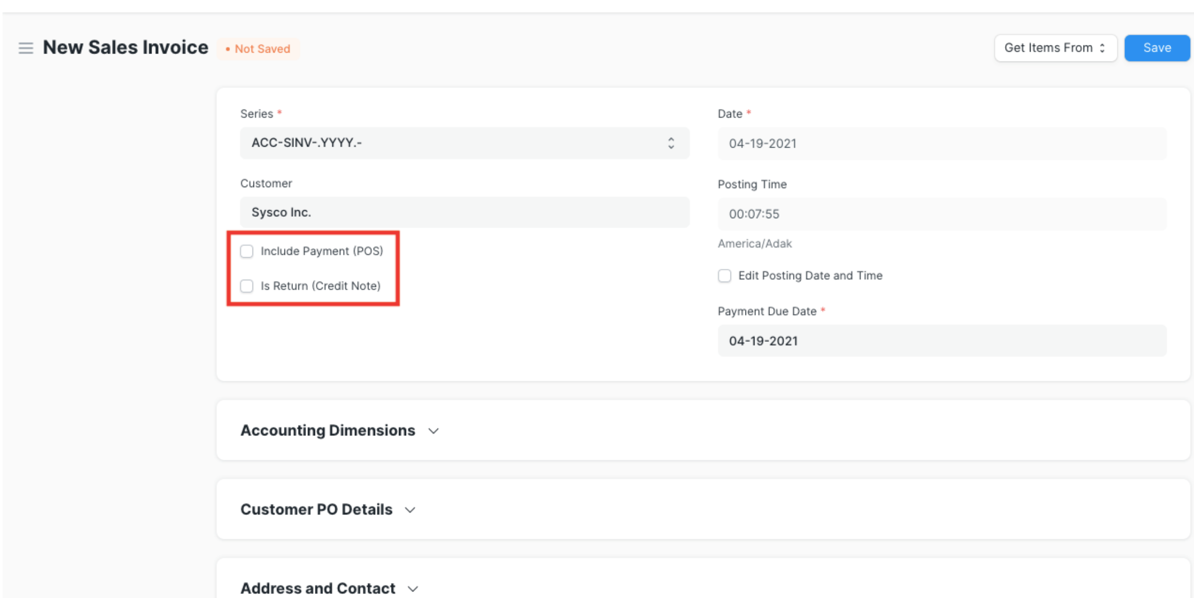
1. Go to the Sales Invoice list and click on New.
2. Select the Customer.
3. Set the Payment Due Date.
4. In the Items table, select the Items and set the quantities.
5. The prices will be fetched automatically if Item Price is added, else add a price in the table.
6. The posting date and time will be set to current, you can edit after you tick the checkbox below Posting Time to make a backdated entry.

7. Save and Submit.



2.1 Additional options when creating a Sales Invoice

- **Include Payment (POS)**: If this invoice is for retail sales / Point of Sale. Know more here.
- **Is Return Credit Note**: Tick this if the customer has returned the Items. To know more details, visit the Credit Note page.



For India: **e-Way Bill No**: According to GST rules, transporters need to carry an e-Way Bill. To know how to generate an e-Way Bill, visit this page.

2.2 Statuses

These are the statuses that are auto-assigned to Sales Invoice.

- **Draft**: A draft is saved but yet to be submitted.
- **Submitted**: The invoice is submitted to the system and the general ledger has been updated.
- **Paid**: Customer has made the payment and a Payment Entry has been submitted.
- **Unpaid**: Invoice is generated but payment is pending but within the payment due date.
- **Overdue**: Payment is pending beyond the payment due date.
- **Canceled**: The Sales Invoice is canceled due to any reason. Once an invoice is canceled, it's impact on Account and Stock is undone.
- **Credit Note Issued**: The Item is returned by the Customer and a Credit Note is created against this invoice.
- **Return**: It is assigned to Credit Note created against the original Sales Invoice. Though you can also create a standalone Credit Note.
- **Unpaid and Discounted**: Payment is pending and any ongoing subscription has been discounted using Invoice Discounting.
- **Overdue and Discounted**: Payment is pending beyond the payment due date and any ongoing subscription has been discounted using Invoice Discounting.

3. Features

3.1 Dates

- **Posting Date**: The date on which the Sales Invoice will affect your books of accounts i.e. your General Ledger. This will affect all your balances in that accounting period.
- **Due Date**: The date on which the payment is due (if you have sold on credit). The credit limit can be set from the Customer master.

3.2 Accounting Dimensions

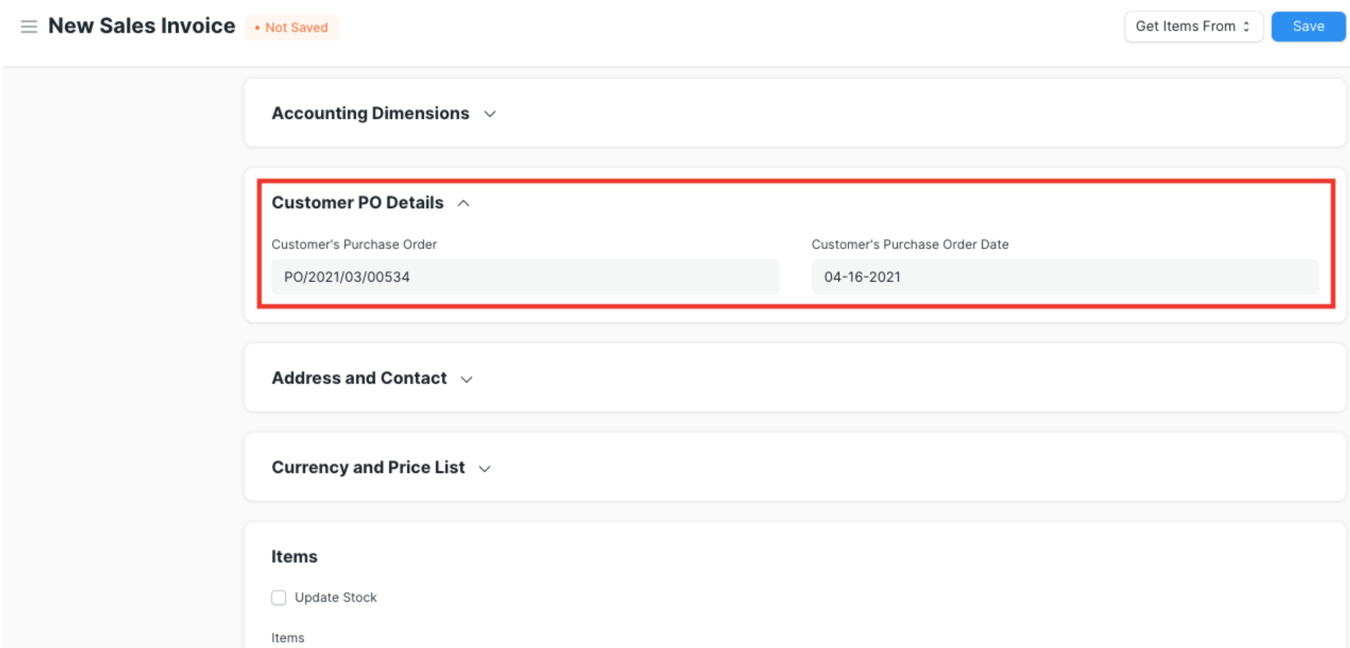
Accounting Dimensions lets you tag transactions based on a specific Territory, Branch, Customer, etc. This helps in viewing accounting statements separately based on the selected dimension(s). To know more, check help on Accounting Dimensions feature.

Note: Project and Cost Center are treated as dimensions by default.

3.3 Customer PO Details

- **Customer's Purchase Order**: Track customer's PO No. received, primarily to prevent the creation of duplicate Sales Order or Invoice for the same PO received from the Customer. You can do more configuration related to customer's PO No. validation in Selling Settings

- **Customer's Purchase Order Date**: The date on which the Customer placed the Purchase Order.



3.4 Address and Contact

- **Customer Address:** This is the Billing Address of the Customer.
- **Contact Person**: If the Customer is a company, the person to be contacted is fetched in this field if set in the Customer form.
- **Territory:** A Territory is the region where the Customer belongs to, fetched from the Customer form. The default value is All Territories.
- **Shipping Address:** Address where the items will be shipped to.

For India, the following details can be recorded for GST purposes. You can capture these details in the Address and Customer master, which would be fetched in the Sales Invoice.

- Billing Address GSTIN
- Customer GSTIN
- Place of Supply
- Company GSTIN

3.5 Currency

You can set the currency in which the Sales Invoice order is to be sent. This can be fetched from the Customer master or preceding transactions like Sales Order.

- Wish to select Customer's currency just for the reference of the Customer, whereas accounts posting will be done in the Company's base currency only. Learn more here.
- Maintain separate receivable account in the Customer's currency. The Receivable for this invoice should be posted in that currency itself. Read Multi Currency Accounting to learn more.

3.6 Price list

If you select a Price List, then the item prices will be fetched from that list. Ticking on 'Ignore Pricing Rule' will ignore the Pricing Rules set in Accounts > Pricing Rule.

Read Price List documentation to know more.

3.7 The Items table

> Note: From version-13 onwards we have introduced immutable ledger which changes the rules for cancellation of stock entries and posting backdated stock transactions in DellSuite. Learn more here.

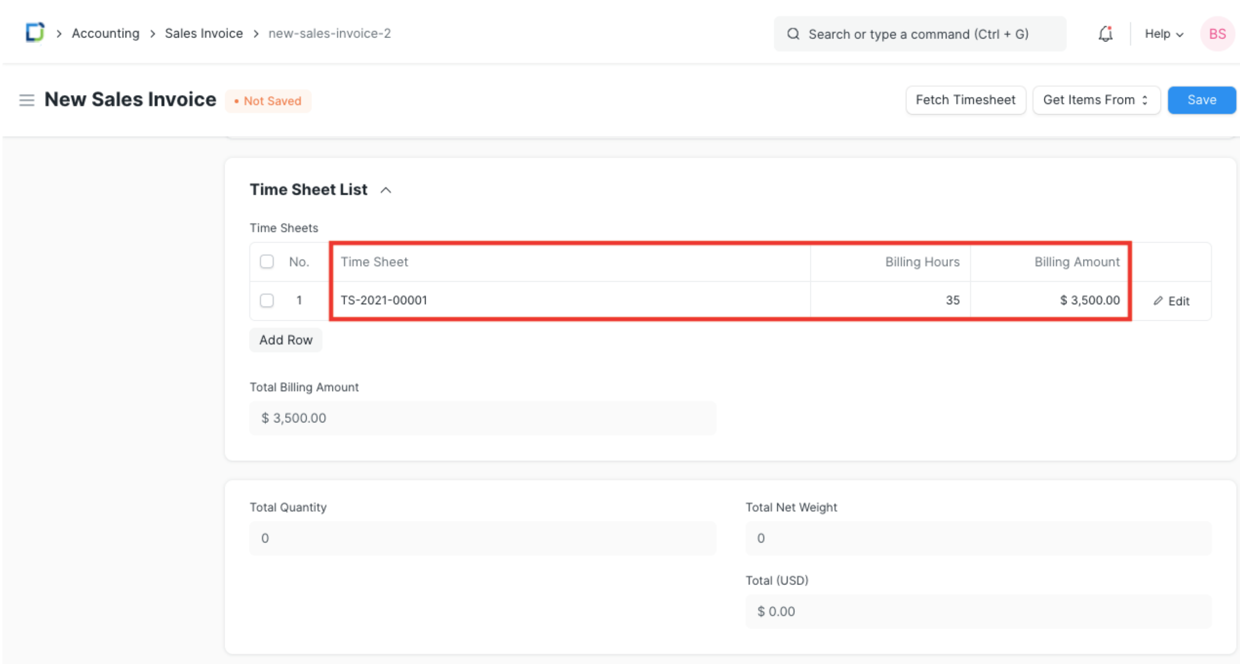
- **Update Stock** Ticking this checkbox will update the Stock Ledger on submitting the Sales Invoice. If you've created a Delivery Note, the Stock Ledger will be changed. If you're **skipping** the creation of Delivery Note, tick this checkbox.
- **Scan Barcode**: You can add Items in the Items table by scanning their barcodes if you have a barcode scanner. Read documentation for tracking items using barcode to know more.
- **Grant Commission**: Grant a commission to Sales Person and Sales Partner on the net amount of this line item. If disabled, this line item will be ignored in the calculation of commission.
- The Item Code, name, description, Image, and Manufacturer will be fetched from the Item master.
- **Discount and Margin**: You can apply a discount on individual Items percentage-wise or on the total amount of the Item. Read Applying Discount for more details.
- **Rate**: The Rate is fetched if set in the Price List and the total Amount is calculated.
- **Drop Ship**: Drop Shipping is when you make the sales transaction, but the Item is delivered by the Supplier. To know more, visit the Drop Shipping page.
- **Accounting Details**: The Income and Expense accounts can be changed here you you wish to. If this Item is an Asset, it can be linked here. This is useful when you're selling an Asset.
- **Deferred Revenue**: If the income for this Item will be billed over the coming months in parts, then tick on 'Enable Deferred Revenue'. To know more, visit the Deferred Revenue page.
- **Item Weight**: The Item Weight details per unit and Weight UOM are fetched if set in the Item master.

- **Stock Details**: The following details will be fetched from the Item master:
  - **Warehouse**: The Warehouse from where the stock will be sent.
  - **Available Qty at Warehouse**: The quantity available in the selected Warehouse.
- **Batch No and Serial No**: If your Item is serialized or batched, you will have to enter Serial Number and Batch in the Items table. You are allowed to enter multiple Serial Numbers in one row (each on a separate line) and you must enter the same number of Serial Numbers as the quantity.
- **Item Tax Template**: You can set an Item Tax Template to apply a specific Tax amount to this particular Item. To know more, visit this page.
- References: If this Sales Invoice was created from a Sales Order/Delivery Note, it'll be referred here. Also, the Delivered Quantity will be shown.
- **Page Break** will create a page break just before this Item when printing.

3.8 Timesheet

If you want to bill Employees working on Projects on an hourly basis (contract based), they can fill out Timesheets which consists of their billing rate. When you make a new Sales Invoice, select the Project for which the billing is to be made, and the corresponding Timesheet entries for that Project will be fetched.

If your Company's Employees are working at a location and it needs to be billed, you can create an Invoice based on the Timesheet.



To know more, visit this page.

3.9 Taxes and Charges

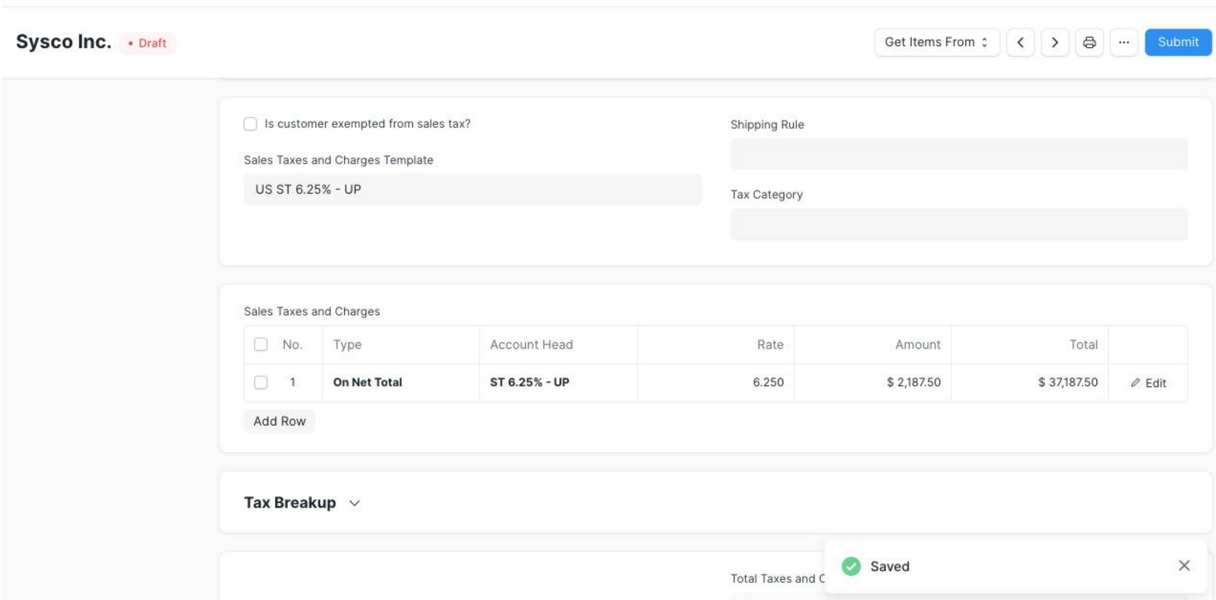
The Taxes and Charges will be fetched from the Sales Order or Delivery Note.

Visit the Sales Taxes and Charges Template page to know more about taxes.

The total taxes and charges will be displayed below the table.

To add taxes automatically via a Tax Category, visit this page.

Make sure to mark all your taxes in the Taxes and Charges table correctly for an accurate valuation.



Shipping Rule

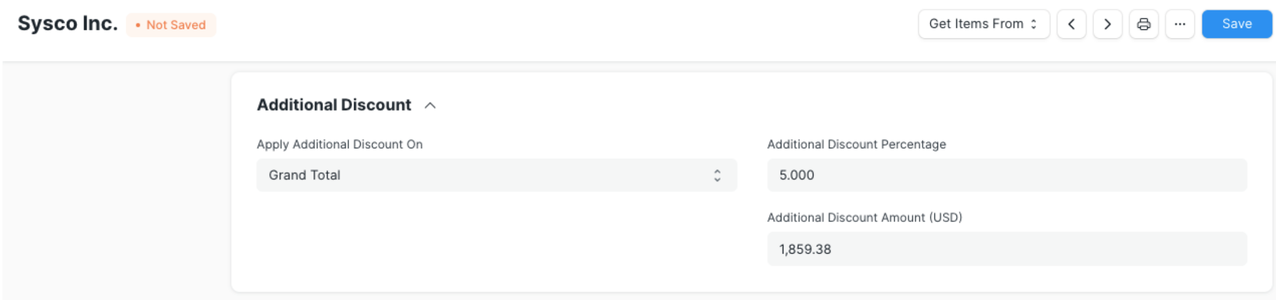
A Shipping Rule helps set the cost of shipping an Item. The cost will usually increase with the distance of shipping. To know more, visit the Shipping Rule page.

3.10 Loyalty Points Redemption

If the Customer is enrolled in a Loyalty Program, they can choose to redeem it. To know more, visit the Loyalty Program page.

3.11 Additional Discount

Any additional discounts to the whole Invoice can be set in this section. This discount could be based on the Grand Total i.e., post tax/charges or Net total i.e., pre tax/charges. The additional discount can be applied as a percentage or an amount. Visit the Applying Discount page for more details.



3.12 Advance Payment

For high-value Items, the seller can request an advance payment before processing the order. The **Get Advances Received** button opens a popup from where you can fetch the orders where the advance payment was made. To know more, visit the Advance Payment Entry page.

3.13 Payment Terms

The payment for an invoice may be made in parts depending on your understanding with the Supplier. This is fetched if set in the Sales Order. To know more, visit the Payment Terms page.

3.14 Write Off

Write off happens when the Customer pays an amount less than the invoice amount. This may be a small difference like 0.50. Over several orders, this might add up to a big number. For accounting accuracy, this difference amount is 'written off'. To know more, visit the Payment Terms page.

3.15 Terms and Conditions

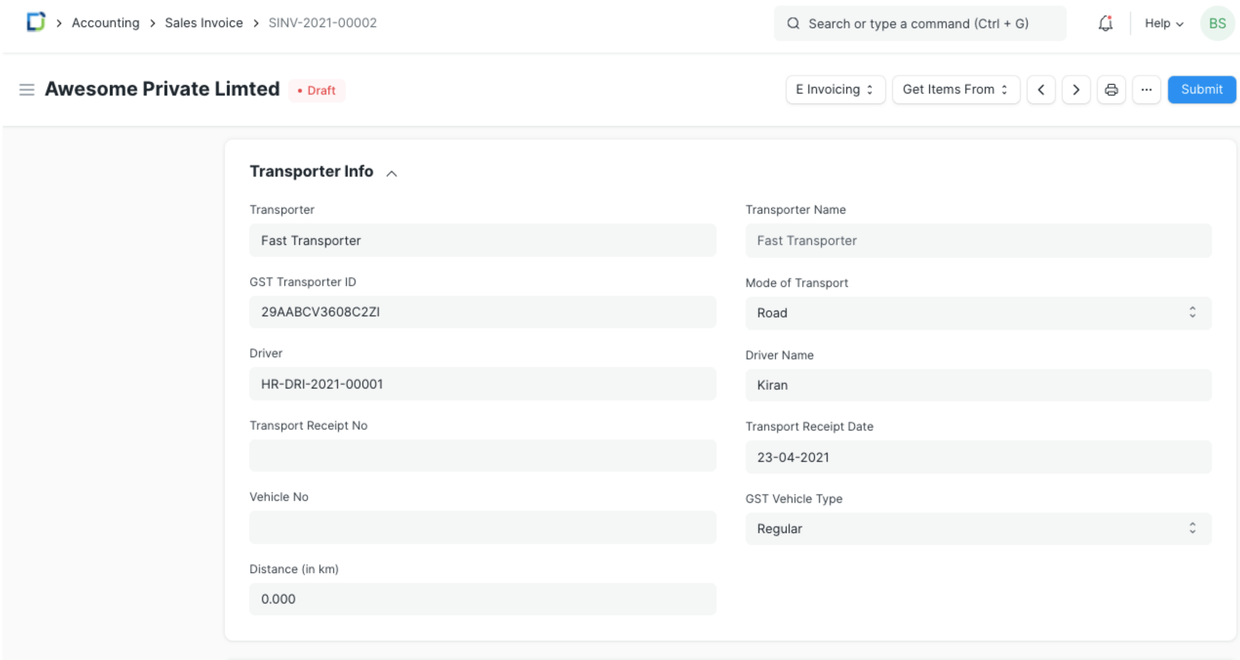
There may be certain terms and conditions on the Item you're selling, these can be applied here. Read Terms and Condition documentation to know how to add them.

3.16 Transporter Information

If you outsource transporting Items to their delivery location, the transporter details can be added. This is not the same as drop shipping.

- **Transporter**: The Supplier who will transport the Item to your Customer. The transporter feature should be enabled in the Supplier master to select the Supplier here.
- **Driver**: You can add a Driver here who will drive the mode of transport.

The details are usually fetched from the Delivery Note.



The following details can be recorded:

- Distance in km
- Mode of Transport whether road, air, rail, or ship.

For India, GST:

- GST Transporter ID
- Transport Receipt No
- Vehicle No The GST Vehicle Type can be changed

The Transport Receipt Date and Driver Name will be fetched.

3.17 Printing Settings

Letterhead

You can print your Sales Invoice on your Company's letterhead. Know more here.

'Group same items' will group the same items added multiple times in the Items table. This can be seen when your print.

Print Headings

Sales Invoice headings can also be changed when printing the document. You can do this by selecting a **Print Heading**. To create new Print Headings go to: Home > Settings > Printing > Print Heading. Know more here.

There are additional checkboxes for printing the Sales Invoice without the amount, this might be useful when the Item is of high value. You can also group the same Items in one row when printing.

3.18 GST Details (for India)

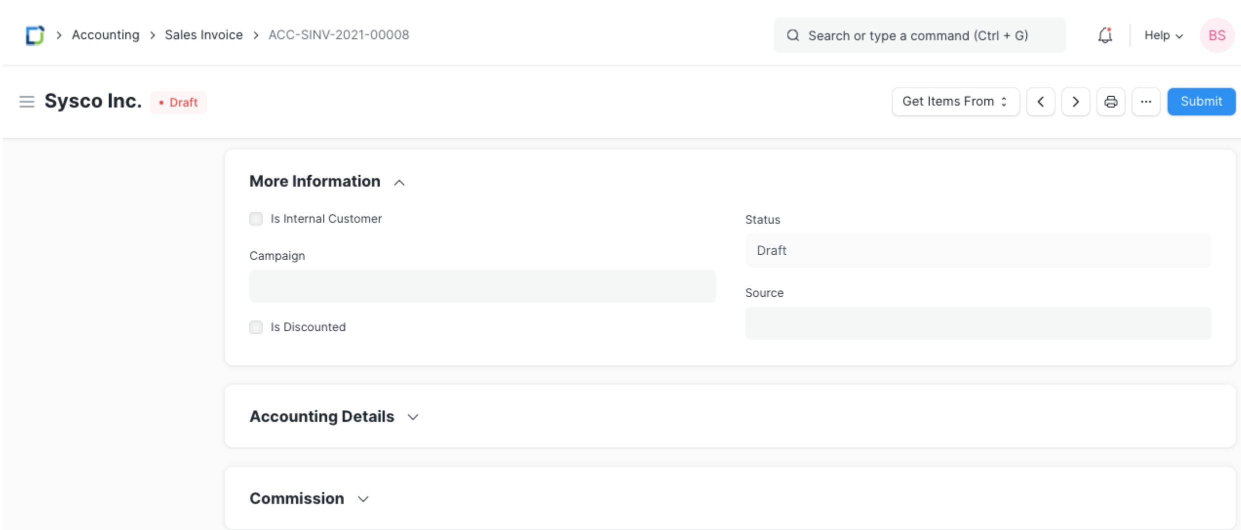
The following details can be set for GST:

- GST Category
- Invoice Copy
- Reverse Charge
- E-commerce GSTIN
- Print Heading

3.19 More Information

The following Sales details can be recorded:

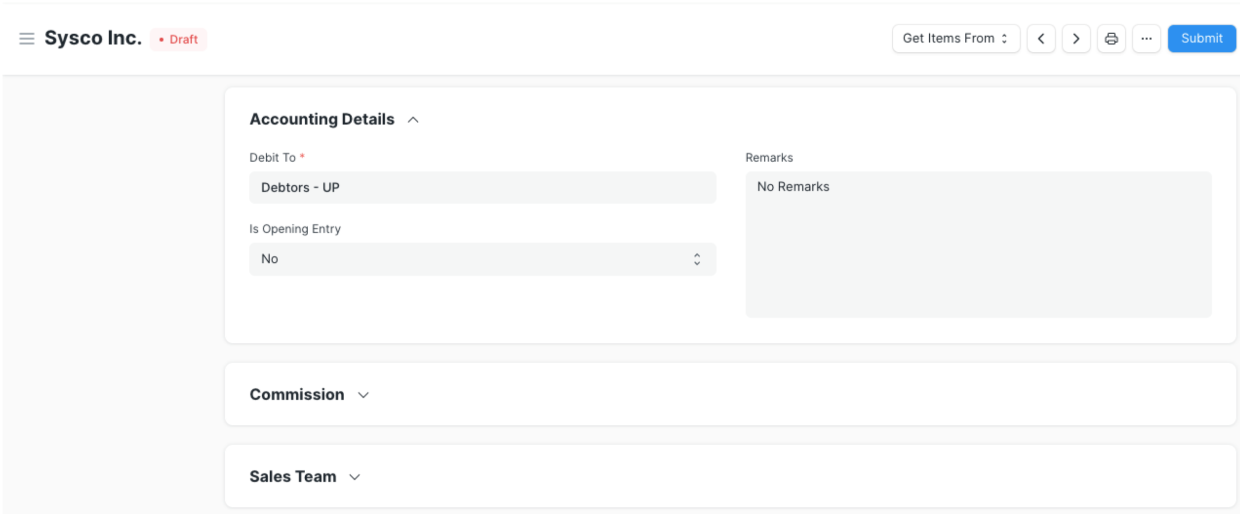
- **Campaign**: If this invoice is a part of on ongoing sales Campaign, it can be linked. To know more, visit the Campaign page.
- **Source**: A Lead Source can be tagged here to know the source of sales. To know more, visit the Lead Source page.



3.20 Accounting Details

- **Debit To**: The account against which receivable will be booked for this Customer.
- **Is Opening Entry**: If this is an opening entry to affect your accounts select 'Yes'. i.e. if you're migrating from another ERP to DellSuite mid year, you might want to use an Opening Entry to update account balances in DellSuite.

- **Remarks**: Any additional remarks about the Sales Invoice can be added here.



3.21 Commission

If the sale took place via one of your Sales Partners, you can add their commission details here. This is usually fetched from the Sales Order/Delivery Note.

3.22 Sales Team

Sales Persons: DellSuite allows you to add multiple Sales Persons who may have worked on this deal. This is also fetched from the Sales Order/Delivery Note.

3.23 Automatically Fetching Item Batch Numbers

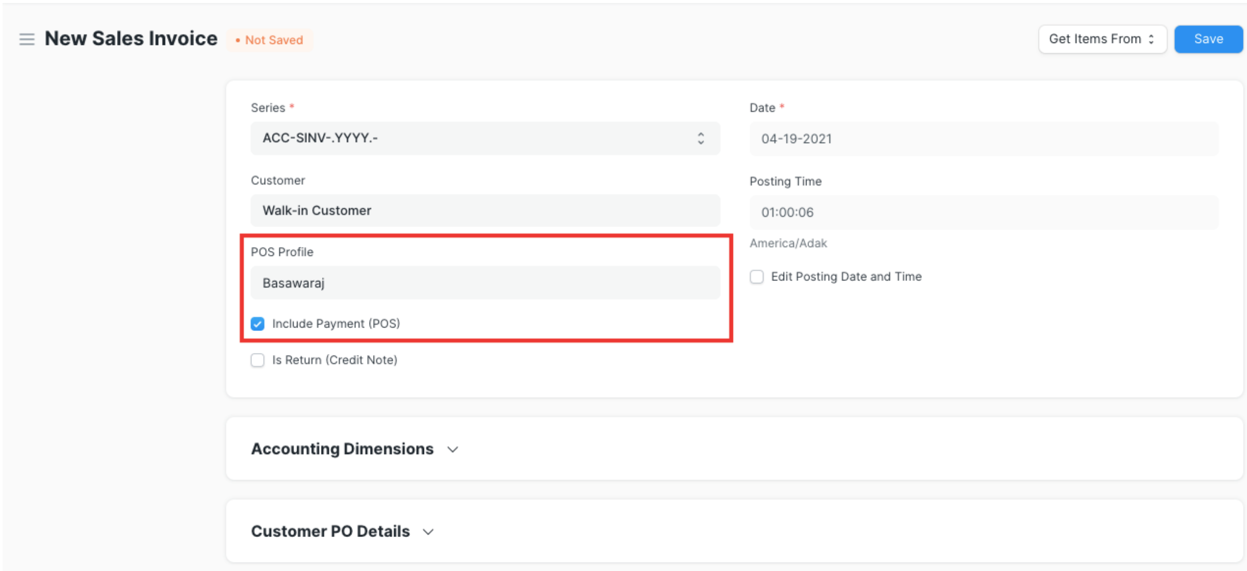
If you are selling an Item from a Batch, DellSuite will automatically fetch a batch number for you if "Update Stock" is checked. The batch number will be fetched on a First Expiring First Out (FEFO) basis. This is a variant of First In First Out (FIFO) that gives the highest priority to the soonest to expire Items.

Note that if the first batch in the queue cannot satisfy the order on the invoice, the next batch in the queue that can satisfy the order will be selected. If no batch can satisfy the order, DellSuite will cancel its attempt to automatically fetch a suitable batch number.

3.24 POS Invoices

Consider a scenario where the retail transaction is carried out. For e.g: A retail shop. If you check the **Is POS** checkbox, then all your **POS Profile** data is fetched into the Sales Invoice and you can easily make payments.

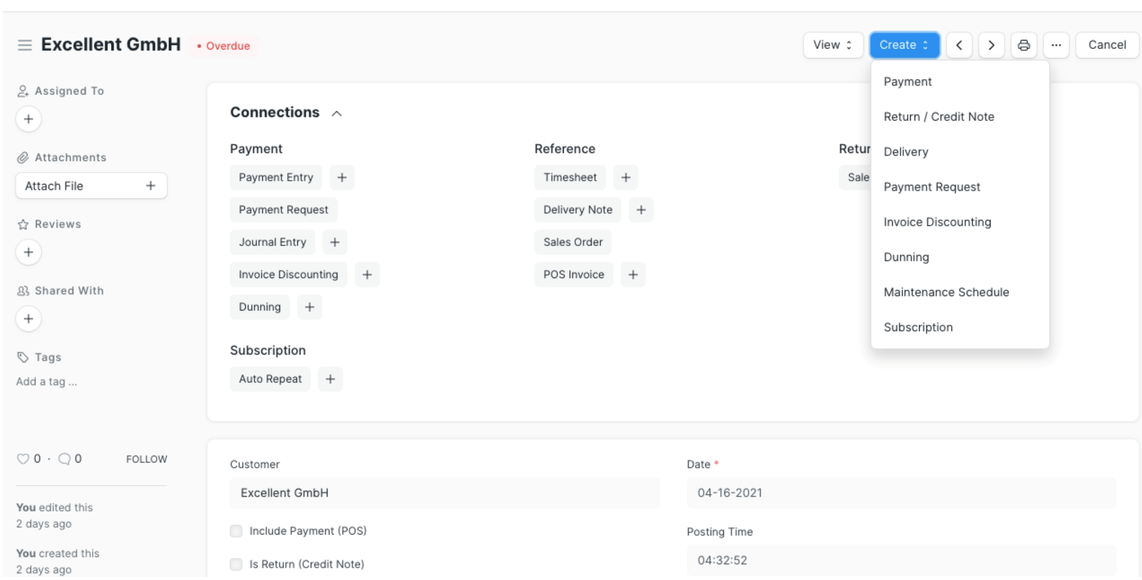
Also, if you check the **Update Stock** the stock will also update automatically, without the need for a Delivery Note.



3.25 After Submitting

On submitting a Sales Invoice, the following documents can be created against it:

1. Journal Entry
2. Payment Entry
3. Payment Request
4. Invoice Discounting
5. Delivery Note



4. More

Accounting Impact

All Sales must be booked against an “Income Account”. This refers to an Account in the “Income” section of your Chart of Accounts. It is a good practice to classify your income by type (like product income, service income, etc). The Income Account must be set for each row of the Items table.

Tip: To set default Income Accounts for Items, you can set it in the Item or Item Group.

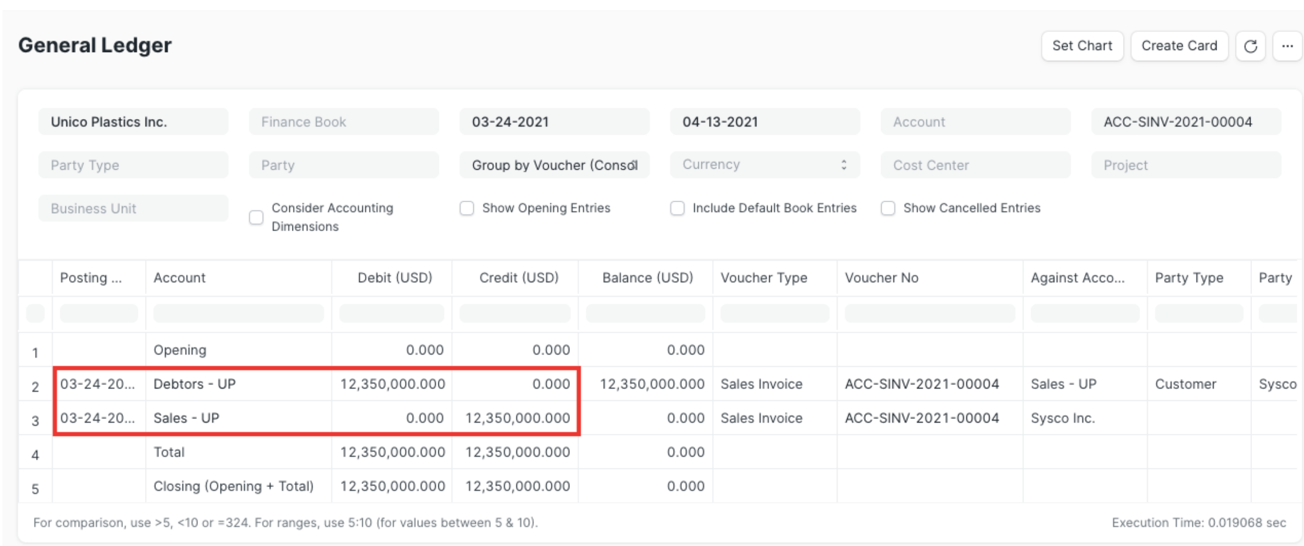
The other account that is affected is the Account of the Customer. That is automatically set from “Debit To” in the heading section.

You can also mention the Cost Centers in which your Income must be booked. Remember that your Cost Centers tell you the profitability of the different lines of business or product. You can also set a default Cost Center in the Item master. See also: Accounting Dimensions.

Accounting entries (GL Entry) for a typical double entry “Sale”:

When booking a sale (accrual):

- **Debit:** Customer (grand total)
- **Credit:** Income (net total, minus taxes for each Item)
- **Credit:** Taxes (liabilities to be paid to the government)



To see entries in your Sales Invoice after you “Submit”, click on “View Ledger”.

Credit Note

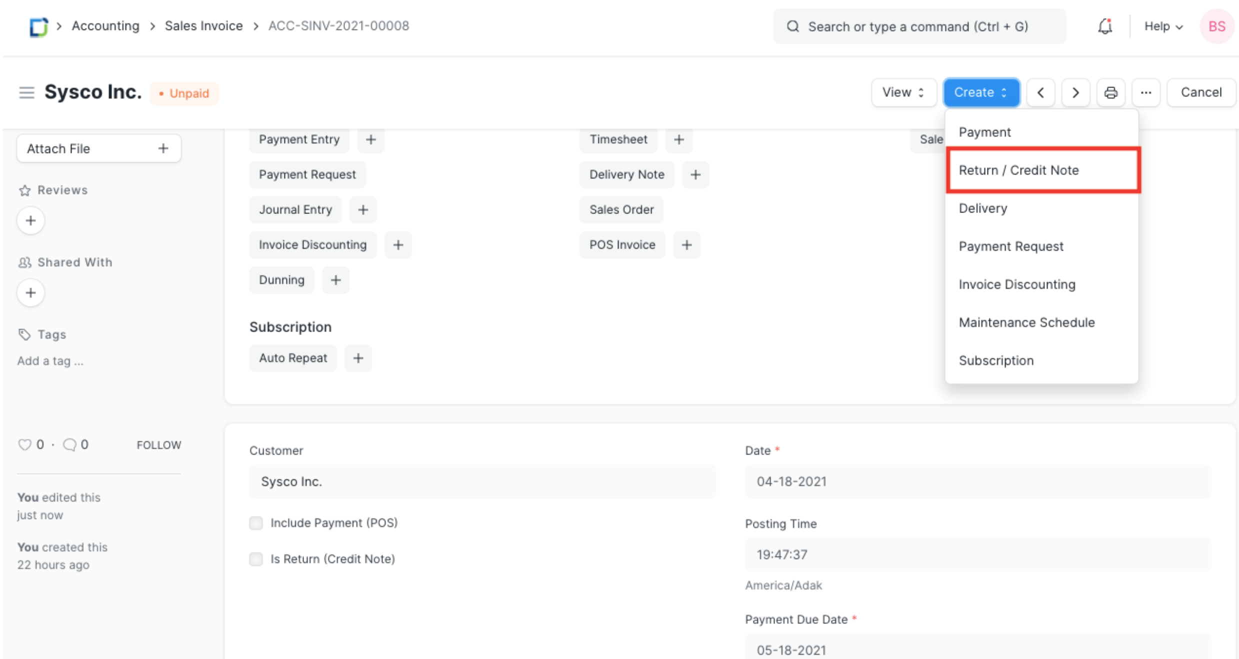
A Credit Note is a document sent by a seller to the Customer, notifying that a credit has been made to their account against the goods returned by the buyer.

A Credit Note is issued for the value of goods returned by the Customer, it may be less than or equal to the total amount of the order.

1. How to make a Credit Note

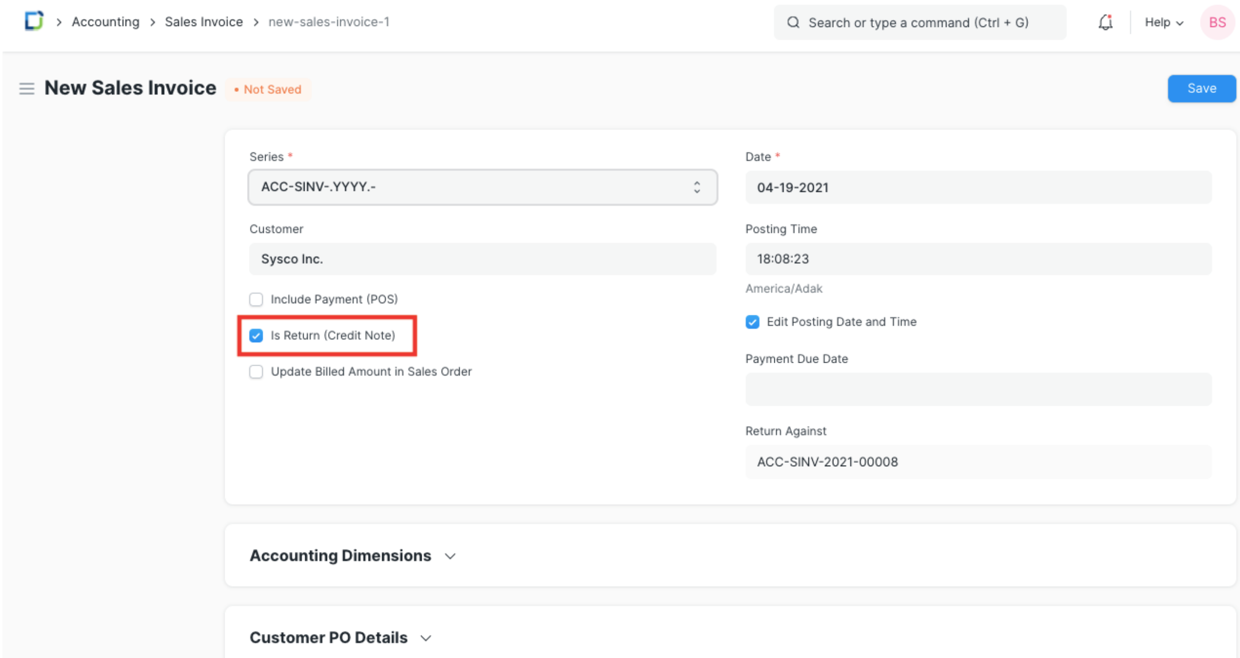
The user can make a Credit Note against the Sales Invoice or they can directly make Credit Note from the Sales Invoice without reference. Note that to create a Credit Note, the invoice must be paid using a Payment Entry.

1. Go to the respective Sales Invoice and click on **Create > Return / Credit Note**.



2. The Customer and Item details will be fetched as set in the Sales Invoice.
3. If the Customer had paid partially or fully, make a Payment Entry against the original Sales Invoice.

4. Save and Submit.

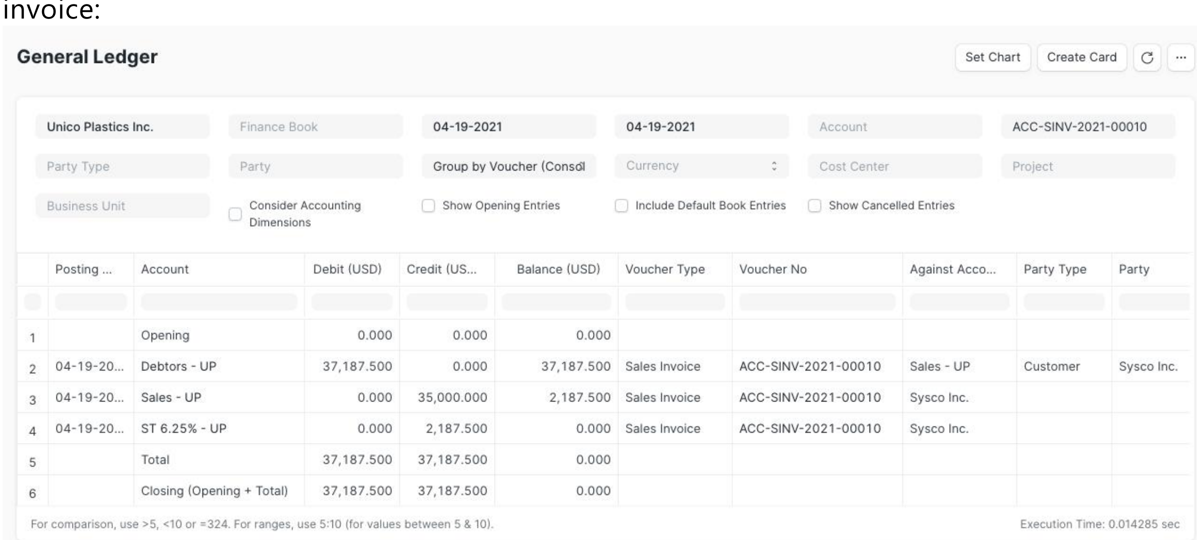


The Item quantity and Payment amount will be negative since it's a return.

1.1 How does Credit Note affect ledger

Once a Payment Entry is created against the original Sales Invoice, the amount will be added to the Customer's account in negative so that the next time they make a purchase, this amount will be adjusted.

This is how the ledger is affected after a payment entry against a returned invoice:



	Posting ...	Account	Debit (USD)	Credit (US...	Balance (USD)	Voucher Type	Voucher No	Against Acco...	Party Type	Party
1		Opening	0.000	0.000	0.000					
2	04-19-20...	Debtors - UP	37,187.500	0.000	37,187.500	Sales Invoice	ACC-SINV-2021-00010	Sales - UP	Customer	Sysco Inc.
3	04-19-20...	Sales - UP	0.000	35,000.000	2,187.500	Sales Invoice	ACC-SINV-2021-00010	Sysco Inc.		
4	04-19-20...	ST 6.25% - UP	0.000	2,187.500	0.000	Sales Invoice	ACC-SINV-2021-00010	Sysco Inc.		
5		Total	37,187.500	37,187.500	0.000					
6		Closing (Opening + Total)	37,187.500	37,187.500	0.000					

For comparison, use >5, <10 or =324. For ranges, use 5:10 (for values between 5 & 10). Execution Time: 0.014285 sec

Refer the Sales Invoice page for any other details.

1.2 No payment was made against Sales Invoice

In case **no payment** was made against the original invoice, you could just cancel the Sales Invoice. But, if only 5 out of 10 Items are being returned from an invoice, creating a Credit Note is useful for updating the ledger.

Blanket Order

A Blanket Order is an order from a customer to supply materials for specific items over a period of time at pre-negotiated rates.

From a blanket order, sales orders can be generated as per the delivery schedule provided by the customer. Blanket orders help customers avoid storing materials in huge quantities while allowing them to take advantage of fixed rates by committing volumes within a specific time period.

To access Blanket Order, go to:

```
Home > Selling > Sales > Blanket Order
```

1. Prerequisites

Before creating and using a Blanket Order, it is advised that you create the following first:

- Customer or Supplier
- Item

2. How to Create a Blanket Order for Sales and Purchase

1. Go to the Blanket Order list, click on New.
2. Select Selling/Purchasing in Order Type.
3. Select Customer/Supplier.
4. Specify the validity period of the order by selecting From Date and To Date.
5. Enter Item Code, Quantity and Rate in the Item table. You can also mention the Terms and Conditions for each item.
6. Submit.

3. Features

3.1 Create Sales Orders

The 'Ordered Quantity' field will be updated once a Sales Order is placed. Once a Blanket Order is submitted, you can create new Sales Orders by clicking on **Sales Order** under the **Create** button.

3.2 Create Purchase Orders

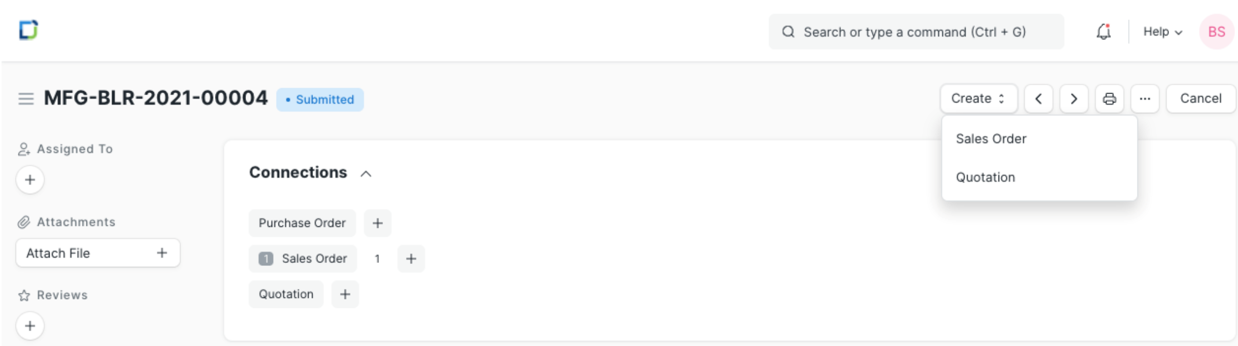
The 'Ordered Quantity' field will be updated once a Purchase Order is placed. Once a Blanket Order is submitted, you can create new Purchase Orders by clicking on **Purchase Order** under the **Create** button.

3.3. Create Quotations

Once a Blanket Order is submitted, you can create new Quotations by clicking on **Quotation** under the **Create** button.

3.4. Dashboard

You can view Purchase Orders, Sales Orders and Quotations against this Blanket Order through the Dashboard.



Note- Multiple Sales Orders, Purchase Orders, and Quotations can be created against one Blanket Order. Those Sales/Purchase Orders or Quotations can be processed further as per the regular Selling or Procurement cycle. But, there is no provision to close the Blanket Order.

Drop Ship

Drop shipping is a supply chain management method in which the retailer does not keep goods in stock but instead transfers the customer orders and shipment details to either the manufacturer, another retailer, or a wholesaler, who then ships the goods directly to the customer.

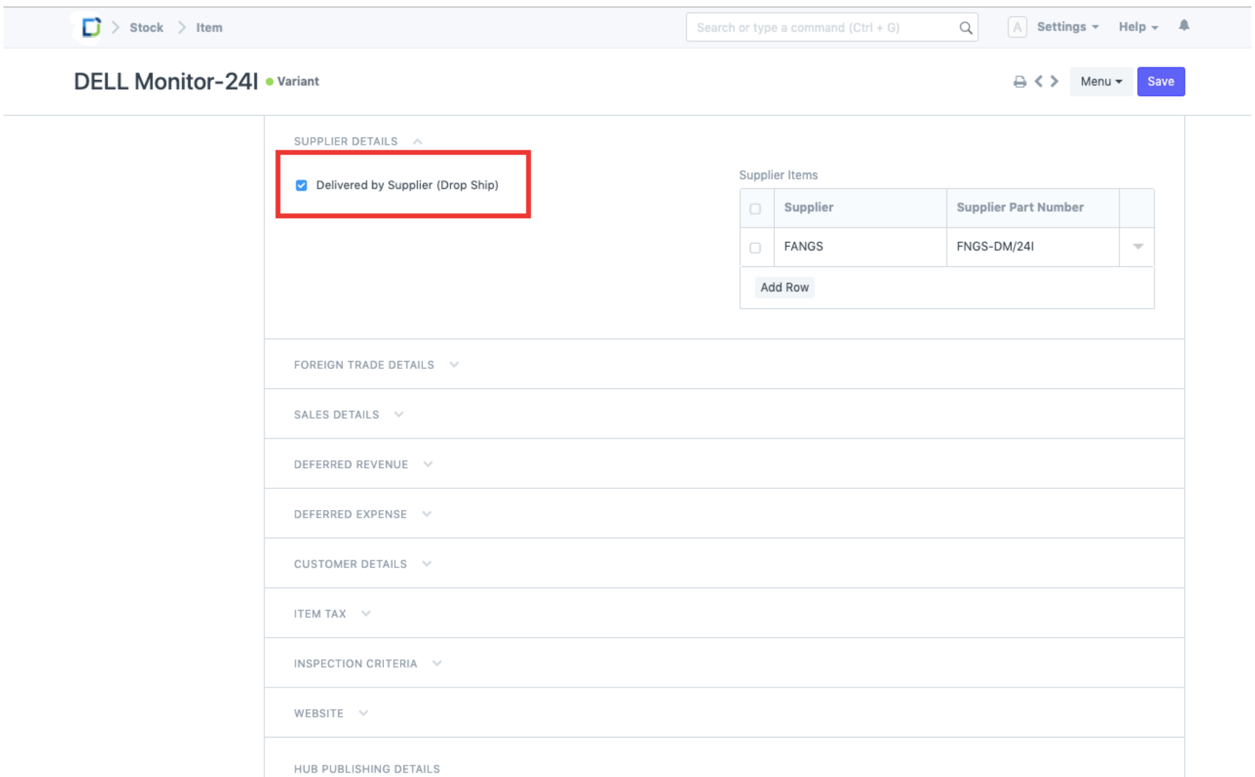
Drop shipping may also occur when a small retailer (that typically sells in small quantities to the general public) receives a single large order for a product. The retailer may arrange for the goods to be shipped directly to the customer from the manufacturer or distributor. Drop shipping is common with expensive products. No inventory is maintained by the retailer in any case, simply acting as a *middleman*. In this article, we will see how DellSuite provides a seamless drop-shipping experience.

Consider a business dealing with Computer Monitors. Now, the retailer has received an order from a customer, ABC Inc. for 1000 DELL 24Inch Monitors.

Drop Shipping In Action:

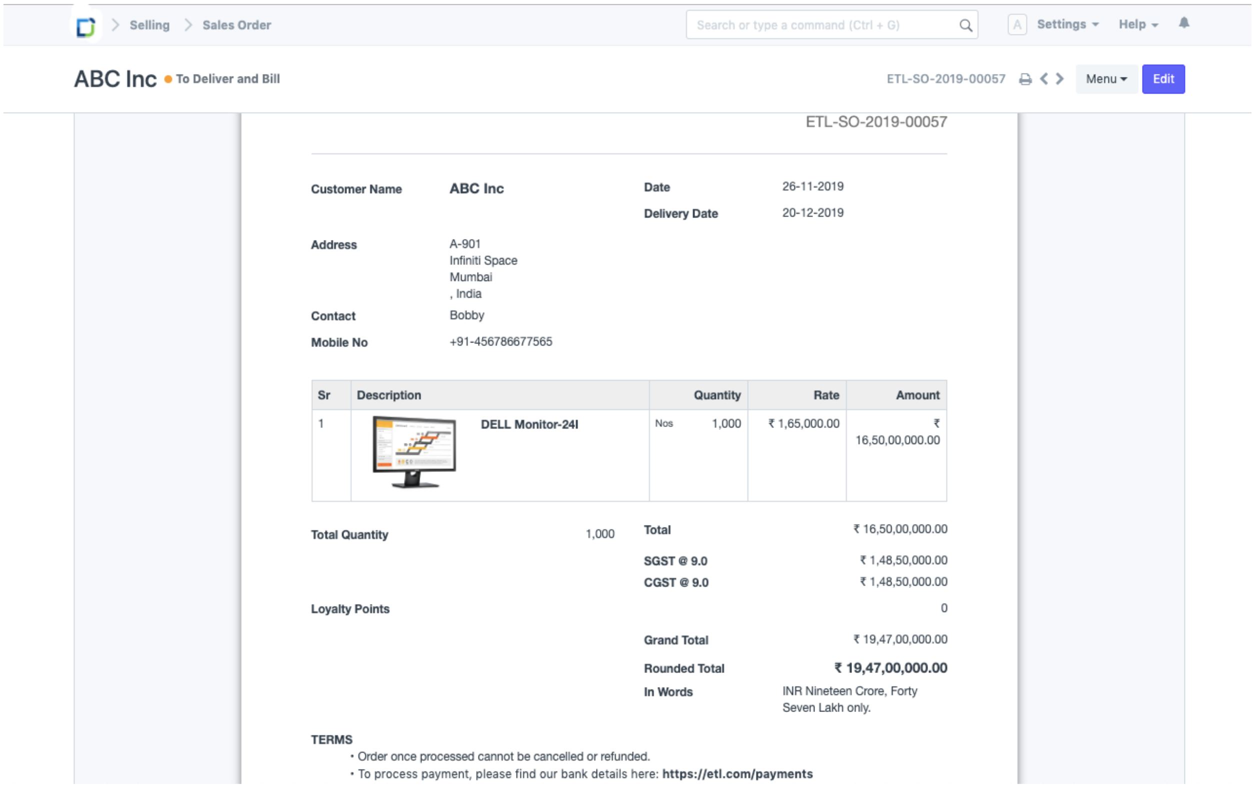
1. Item Configuration

- Setup Item with mandatory information keeping Maintain Stock disabled since there will be no stocking of this Item.
- Next, **enable** "Delivered By Supplier (Drop Ship)
- Set the Supplier with whom the Purchase Order will be raised for this orders fulfillment.



2. Sales Cycle:

- Create Sales Order with Customer, Item, Qty, Rate, Taxes and so on.



3. Order Fulfillment:

- From the Sales Order Document itself, you can create the Purchase Order for this shipment, track delivery, and bill the customer accordingly.

Sales Return

A sold Item being returned is known as a Sales Return.

Businesses often return goods that are already sold. They could be returned by the customer due to quality issues, non-delivery on the agreed date, or any other reason.

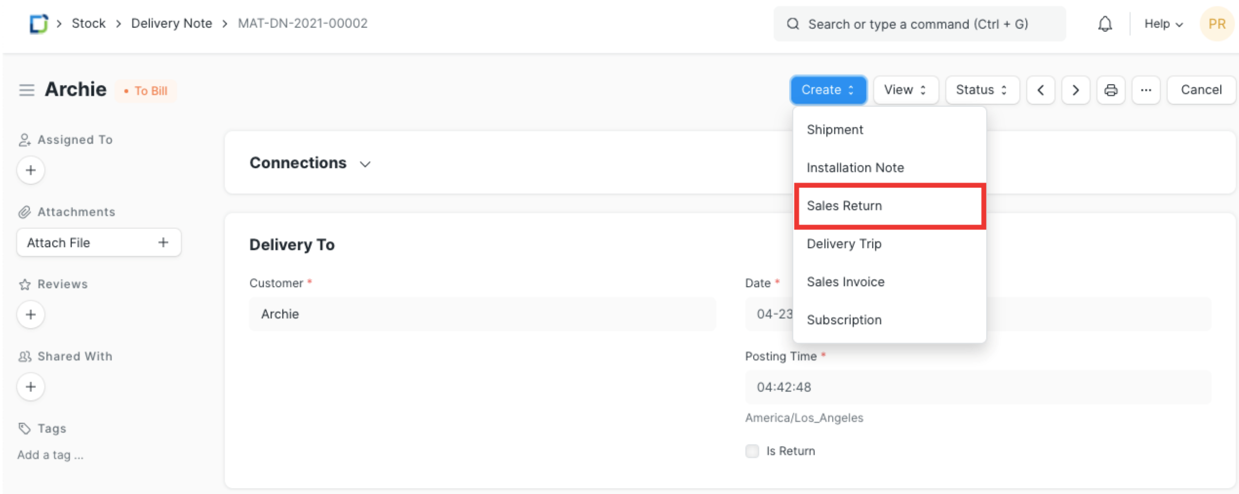
1. Prerequisites

Before creating and using a Sales Return, it is advised that you create the following first:

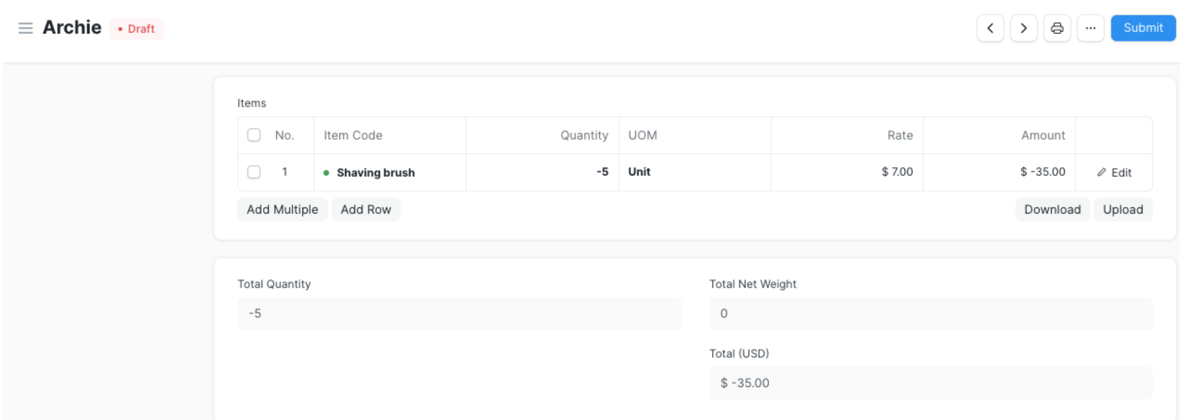
- Item
- Sales Invoice or Delivery Note

2. How to create a Sales Return

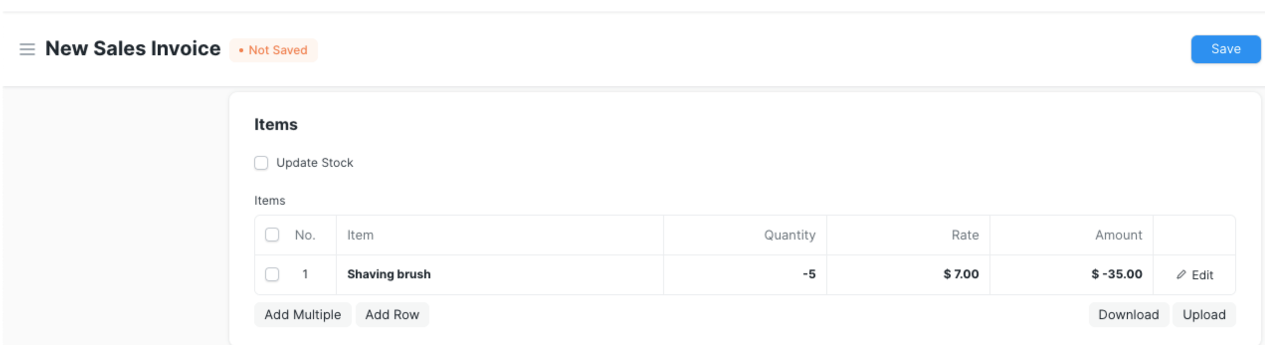
1. First open the original Delivery Note / Sales Invoice, against which Customer returned the Items.



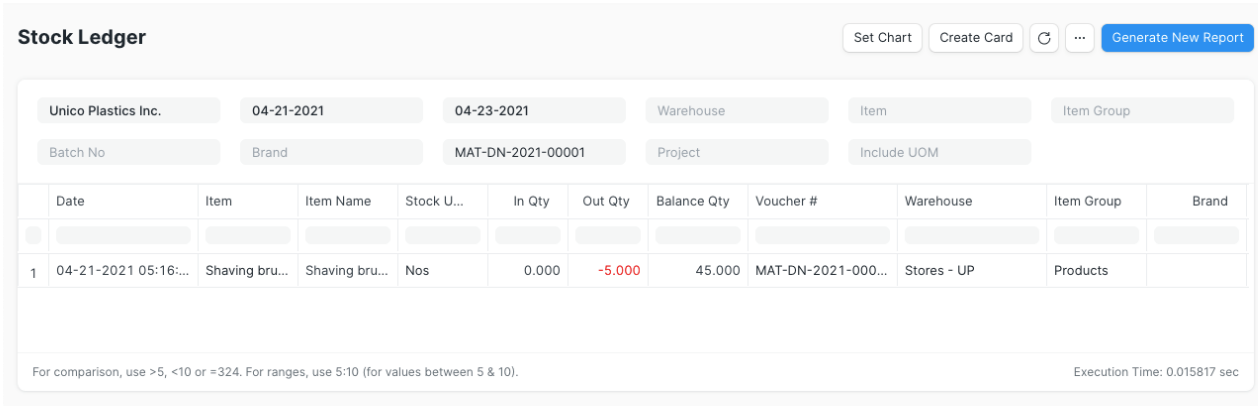
2. Then click on 'Create > Sales Return', it will open a new Delivery Note with 'Is Return' checked, Items, Rate, and taxes will negative numbers.



3. You can also create the return entry against the original Sales Invoice, to return stock along with credit note, check "Update Stock" option in Return Sales Invoice.



4. On submission of Return Delivery Note / Sales Invoice, the system will increase stock balance in the mentioned Warehouse. To maintain correct stock valuation, stock balance will go up according to the original purchase rate of the returned items.



Stock Ledger

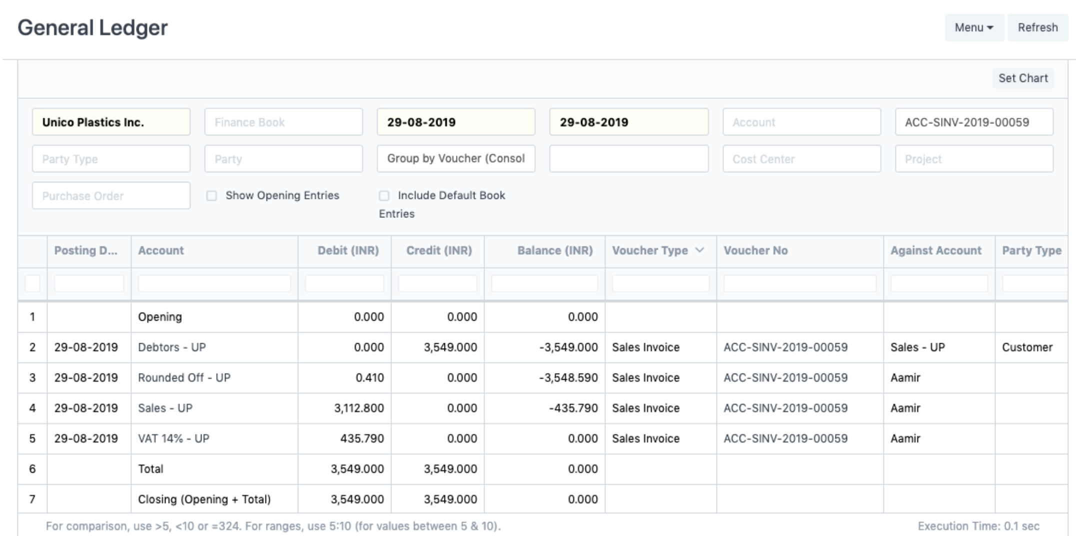
Set Chart | Create Card | Generate New Report

Unico Plastics Inc. | 04-21-2021 | 04-23-2021 | Warehouse | Item | Item Group
Batch No | Brand | MAT-DN-2021-00001 | Project | Include UOM

	Date	Item	Item Name	Stock U...	In Qty	Out Qty	Balance Qty	Voucher #	Warehouse	Item Group	Brand
1	04-21-2021 05:16:...	Shaving bru...	Shaving bru...	Nos	0.000	-5.000	45.000	MAT-DN-2021-000...	Stores - UP	Products	

For comparison, use >5, <10 or =324. For ranges, use 5:10 (for values between 5 & 10). Execution Time: 0.015817 sec

5. In case of Return Sales Invoice, Customer account will be credited and associated income and tax account will be debited as shown in the Accounting Ledger.



General Ledger

Menu | Refresh | Set Chart

Unico Plastics Inc. | Finance Book | 29-08-2019 | 29-08-2019 | Account | ACC-SINV-2019-00059
Party Type | Party | Group by Voucher (Consol | | Cost Center | Project
Purchase Order | Show Opening Entries | Include Default Book Entries

	Posting D...	Account	Debit (INR)	Credit (INR)	Balance (INR)	Voucher Type	Voucher No	Against Account	Party Type
1		Opening	0.000	0.000	0.000				
2	29-08-2019	Debtors - UP	0.000	3,549.000	-3,549.000	Sales Invoice	ACC-SINV-2019-00059	Sales - UP	Customer
3	29-08-2019	Rounded Off - UP	0.410	0.000	-3,548.590	Sales Invoice	ACC-SINV-2019-00059	Aamir	
4	29-08-2019	Sales - UP	3,112.800	0.000	-435.790	Sales Invoice	ACC-SINV-2019-00059	Aamir	
5	29-08-2019	VAT 14% - UP	435.790	0.000	0.000	Sales Invoice	ACC-SINV-2019-00059	Aamir	
6		Total	3,549.000	3,549.000	0.000				
7		Closing (Opening + Total)	3,549.000	3,549.000	0.000				

For comparison, use >5, <10 or =324. For ranges, use 5:10 (for values between 5 & 10). Execution Time: 0.1 sec

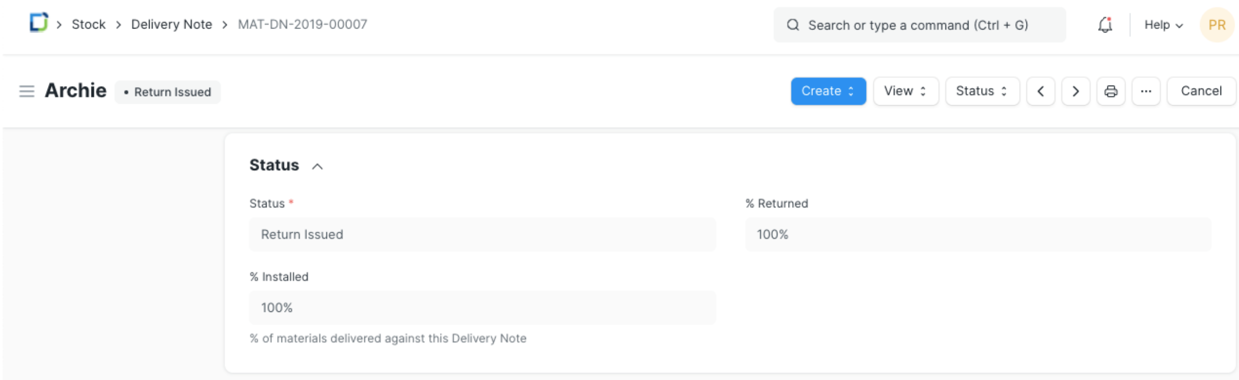
If Perpetual Inventory is enabled, the system will also post accounting entry against warehouse account to sync warehouse account balance with stock balance as per Stock Ledger.

3. Impact on Stock Return via Delivery Note

On Creating a Sales Return against a Delivery Note:

- The **Returned Quantity** in the original Delivery Note along with any Sales Order linked to it, is updated.

- The original Delivery Note's status is changed to **Return Issued** if 100%



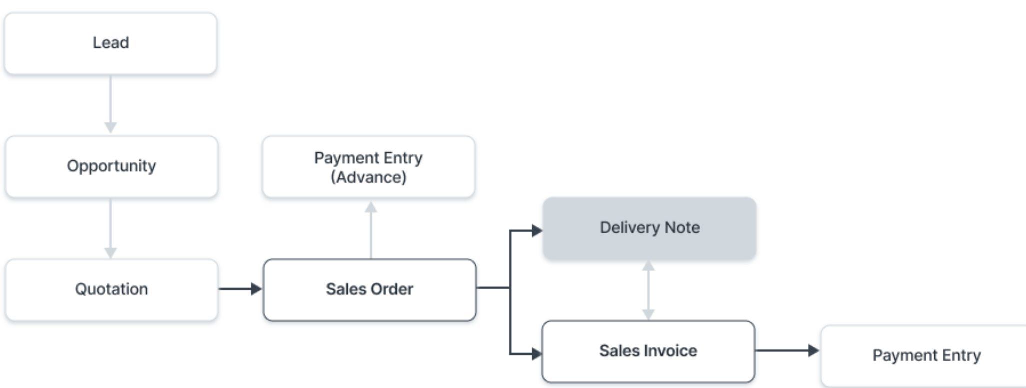
Delivery Note

A Delivery Note is made when a shipment is shipped from the company's Warehouse to the customer.

A copy of the Delivery Note is usually sent with the transporter. The Delivery Note contains the list of Items that are sent in the shipment and updates the inventory. The Delivery Note is an optional step and a Sales Invoice can be created directly from a Sales Order.

To access the Delivery Note list, go to:

Home > Stock > Stock Transactions > Delivery Note



1. Prerequisites

Before creating and using a Delivery Note, it is advised that you create the following first:

- Sales Order

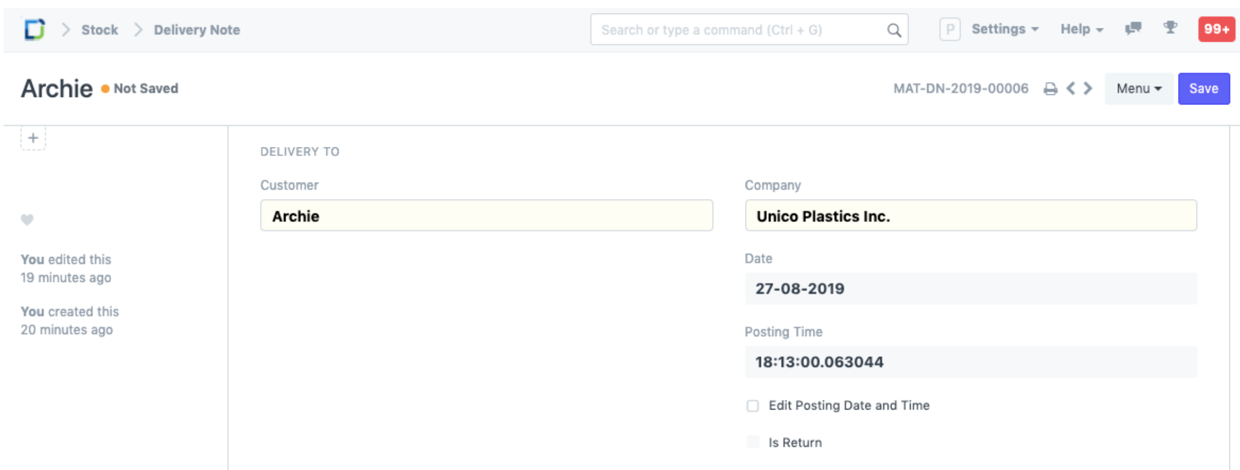
Note: From version-13 onwards we have introduced immutable ledger which changes the rules for cancellation of stock entries and posting backdated stock transactions in DellSuite. Learn more here.

2. How to create a Delivery Note

The entry of the Delivery Note is very similar to a Purchase Receipt. It is usually created from a “Submitted” Sales Order (that is not shipped) by clicking on Create > Delivery.

To create a Delivery Note _manually_ (not recommended), follow these steps:

1. Go to the Delivery Note list, click on New.
2. The Customer and Item details can be fetched by clicking on 'Get Items from > Sales Order'.
3. The UOM and Rates will be fetched automatically.
4. Save and Submit.



To fetch Items from a Sales Order, click on Get Items from > Sales Order. This will open a popup from where you can search for Sales Orders and select one.

You will notice that all the information about unshipped Items and other details are carried over from your Sales Order if you create the Delivery Note from there.

You can also edit the posting date and time, the current date and time are set when you create the Delivery Note.

2.1 Statuses

These are the statuses a Delivery Note can be in:

- **Draft**: A draft is saved but yet to be submitted to the system.
- **To Bill**: Yet to be billed using a Sales Invoice.
- **Completed**: Submitted and sent all the Items.
- **Return Issued**: All the Items have been returned.
- **Cancelled**: Cancelled the Delivery Note.
- **Closed**: The purpose of the Close is to manage short-closing. For example, your Customer ordered for 20 qty but closed at 15 qty. The remaining 5 is not to be sent or billed.

2.2 Partial Deliveries

When you create a Delivery Note from a Sales Order, the quantities can be changed. So if the Sales Order contains 10 Items to be delivered and you're delivering only 5 this week and the remaining next week, then you can create 2 Delivery Notes in two weeks.

2.3 From Pick List

You can create Delivery Notes in bulk, from Pick Lists also. From a submitted Pick List, click on Create -> Delivery Note.

This would create separate Delivery Notes for Sales Orders, grouped by Customer. If a Pick List Item is not linked to a Sales Order (added manually by user), a separate DN would be created for all those items as well.

3. Related Actions

3.1 Customer Purchase Order Details

You can enter the Customer's Purchase Order number here for Reference.

3.2 Address and Contact

- **Shipping Address**: The Customer's address where the Items will be shipped.
- **Contact Person**: If the Customer is an organization, add the Contact person in this field.

For India, the following details can be added for GST:

- Customer GSTIN
- Place of Supply
- Billing Address GSTIN
- Company GSTIN
- Company Address Name

Contacts and Addresses are stored separately so that you can attach multiple Contacts or Addresses to the customer.

3.3 Currency and Price List

You can set the currency in which the Deliver Note is to be sent. This is usually fetched if set in the Sales Order. If you set a Pricing List, then the item prices will be fetched from that list. Ticking on Ignore Pricing Rule will ignore the Pricing Rules set in Accounts > Pricing Rule.

Read about Price Lists and Multi-Currency Transactions to know more.

3.4 Warehouses

- **Set Source Warehouse**: This is where the Items will be sourced from to send to the Customer.
- **To Warehouse**: In a regular Sales scenario, the Item exits your Warehouse and reaches the Customer. However, if you wish to retain sample stock, enter a Warehouse here.

3.5 Items Table

- **Barcode**: You can track Items using barcodes.

- The Item Code, name, description, Image, and Manufacturer will be fetched from the Item master.

- **Scan Barcode**: You can add Items in the Items table by scanning their barcodes if you have a barcode scanner. Read documentation for tracking items using barcode to know more.

- **Discount and Margin**: You can apply a discount on individual Items percentage-wise or the total amount of the Item. Read Applying Discount for more details.

- **Rate**: The Rate is fetched if set in the Price List and the total Amount is calculated.

- **Item Tax Template**: You can set an Item Tax Template to apply a specific Tax amount to this particular Item. To know more, visit this page.

- The Item Weight details per unit and Weight UOM are fetched if set in the Item master.

- **Warehouse and Reference**: The Warehouse from which the Items are sent to the Customer is shown. Also, a Sales Order will be shown if this Delivery Note was the creation flow: 'Sales Order > Deliver Note'.

- **Batch No and Serial No**: If your Item is serialized or batched, you will have to enter Serial Number and Batch in the Items table. You are allowed to enter multiple

Serial Numbers in one row (each on a separate line) and you must enter the same number of Serial Numbers as the quantity.

The 'Available Qty at From Warehouse', 'Available Batch Qty at From Warehouse', and 'Installed Qty' will be shown. To know more about installation, visit the Installation Note page.

Note: The Item has to be serialized or batched for these features to work. If the Item is serialized a popup will appear where you can enter the Serial Numbers.

- Expense Account is the account from which the amount will be debited. Ticking on 'Allow Zero Valuation Rate' will allow submitting the Delivery Note even if the Valuation Rate of the Item is 0. This can be a sample item or due to a mutual understanding with your Supplier.

- Accounting Dimensions help to tag each transaction with different Dimensions without the need for creating new Cost Centers. You need to create Accounting Dimensions first, to know more, visit this page.

- **Page Break** will create a page break just before this Item when printing.

3.6 Tracking Quality Inspection

If for certain Items, it is mandatory to record Quality Inspections (if you have set it in your Item master), you will need to update the “Quality Inspection" field. The system will only allow you to “Submit” the Delivery Note if you update the “Quality Inspection”.

After enabling Inspection Criteria in the Item form for Sales and attaching a Quality Inspection Template there, Quality Inspections can be recorded in Delivery Notes.

3.7 Taxes and Charges

The Taxes and Charges will be fetched from the Sales Order.

Visit the Sales Taxes and Charges Template page to know more about taxes.

The total taxes and charges will be displayed below the table.

To add taxes automatically via a Tax Category, visit this page.

Make sure to mark all your taxes in the Taxes and Charges table correctly for an accurate valuation.

Shipping Rule

A Shipping Rule helps set the cost of shipping an Item. The cost will usually increase with the distance of shipping. To know more, visit the Shipping Rule page.

3.8 Additional Discount

Any additional discounts to the whole order can be set in this section. This discount could be based on the Grand Total i.e., post tax/charges or Net total i.e., pre tax/charges. The additional discount can be applied as a percentage or an amount. Read Applying Discount for more details.

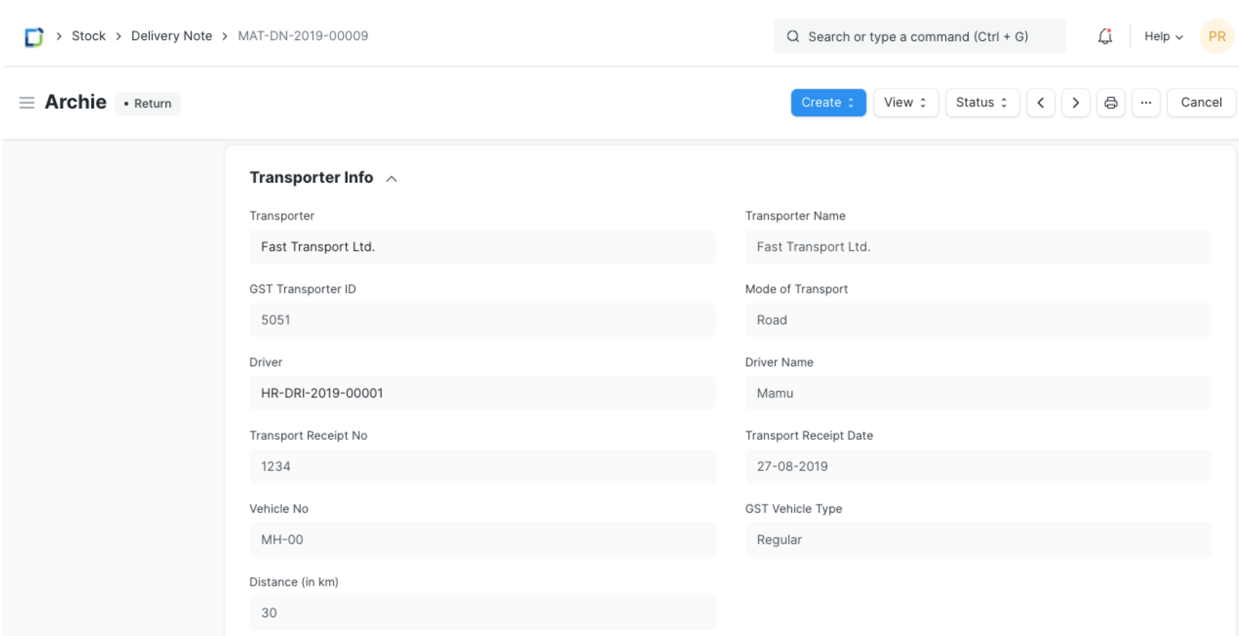
3.9 Terms and Conditions

In Sales/Purchase transactions there might be certain Terms and Conditions based on which the Supplier provides goods or services to the Customer. You can apply the Terms and Conditions to transactions to transactions and they will appear when printing the document. To know about Terms and Conditions, click here

3.10 Transporter Information

If you outsource transporting Items to their delivery location, the transporter details can be added. This is not the same as drop shipping.

- **Transporter**: The Supplier who will transport the Item to your Customer. The transporter feature should be enabled in the Supplier master to select the Supplier here.
- **Driver**: You can add a Driver here who will drive the mode of transport.



The following details can be recorded:

- Distance in km
- Mode of Transport whether road, air, rail, or ship.

For India, GST:

- GST Transporter ID
- Transport Receipt No
- Vehicle No The GST Vehicle Type can be changed

The Transport Receipt Date and Driver Name will be fetched.

3.11 More Information

The Delivery Note can be linked to the following for tracking purposes:

- Project
- Campaign
- Source

3.11 Printing Settings

Letterhead

You can print your Delivery Note on your company's letterhead. Know more here.

'Group same items' will group the same items added multiple times in the Items table. This can be seen when your print.

Print Headings

Purchase Receipt headings can also be changed when printing the document. You can do this by selecting a **Print Heading**. To create new Print Headings go to: Home > Settings > Printing > Print Heading. Know more here.

There are additional checkboxes for printing the Delivery Note without the amount, this might be useful when the Item is of high value. You can also group the same Items in one row when printing.

3.12 Status

The status of the document and installation percentage is shown here. Any additional instructions for delivery can be entered here.

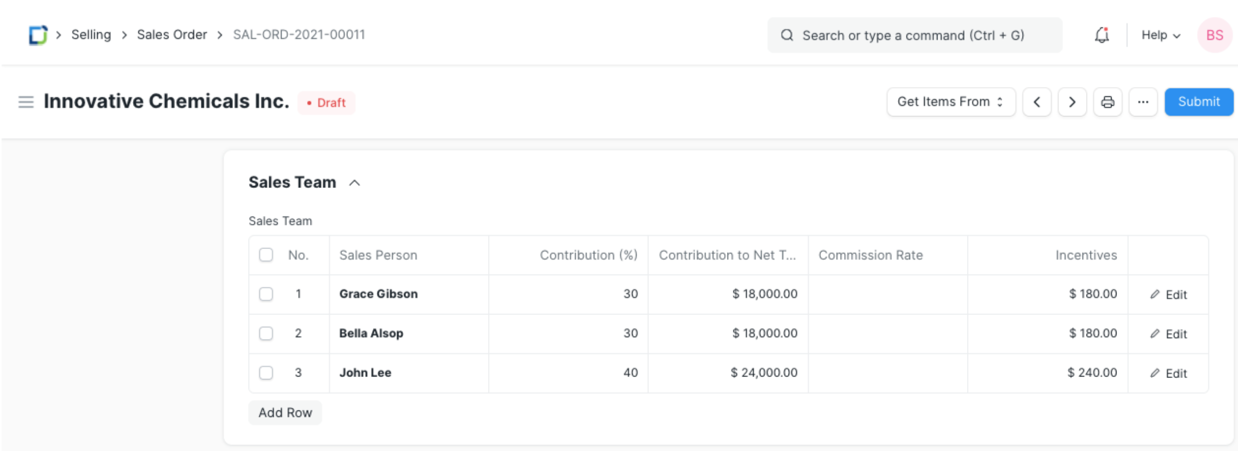
3.13 Commission

If the sale took place via one of your Sales Partners, you can add their commission details here. This is usually fetched from the Sales Order.

3.14 Sales Team

Sales Persons: DellSuite allows you to add multiple Sales Persons who may have worked on this deal.

This is usually fetched from a Sales Order, for example:



3.15 Shipping Packets or Items with Product Bundle

If you are shipping Items that have a Product Bundle, DellSuite will automatically create a "Packing List" table for you based on the sub-Items in that Item.

If your Items are serialized, then for Product Bundle type of Items, you will have to update the Serial Number in the "Packing List" table.

3.16 Packing Items into Cases, for Container Shipment

If you are doing making the delivery via container shipment or by weight, then you can use the Packing Slip to break up your Delivery Note into smaller units. To know more about a Packing Slip, visit this page. go to:

You can create multiple Packing Slips for your Delivery Note and DellSuite will ensure that the quantities in the Packing Slip do not exceed the quantities in the Delivery Note. Note that you can create a Packing Slip from a Delivery Note only when the Delivery Note is in the Draft stage.

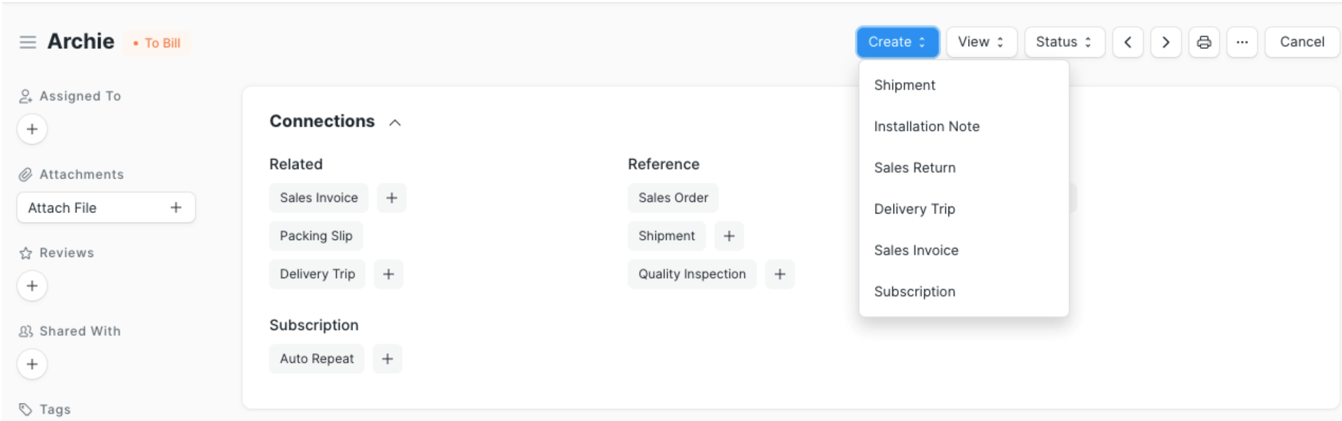
3.17 After Submitting

When the Delivery Note is submitted, a Stock Ledger Entry is made for each Item and stock is updated. Pending Quantity in the Sales Order is updated (if applicable).

The Dashboard will show the following options:

- Installation Note
- Sales Return

- Delivery Trip
- Sales Invoice



Tip: To disallow the creation of Delivery Notes without a Sales Order against it:

3.18 Returning a Sales Order

Once you've delivered a Sales Order using a Delivery Note, you can create a return entry in case the Customer returns the Item. To know more, visit the Sales Return page.

3.19 Skipping Delivery Note

If you don't want to create a Delivery Note after a Sales Order and directly want to create a Sales Invoice, enable the feature for it in Selling Settings.

Point of Sale

The Point of Sale (POS) module in DellSuite offers a streamlined solution for managing retail transactions efficiently. It seamlessly integrates with inventory management, updating stock levels in real-time and preventing stock discrepancies. DellSuite's POS also supports multiple payment methods, streamlining the payment process for customers and reducing transaction errors.

With built-in reporting and analytics, businesses can gain valuable insights into sales performance, top-selling items, and customer trends, helping them make informed decisions to improve overall efficiency and profitability in their retail operations.

Point of Sale Profile

In DellSuite, a POS profile allows using the Point of Sale feature.

POS includes advanced features to cater to different functionality, such as inventory management, CRM, financials, warehousing, etc., all built into the POS software. Before modern POS, all of these functions were done independently and required the manual re-keying of information, which could lead to entry errors.

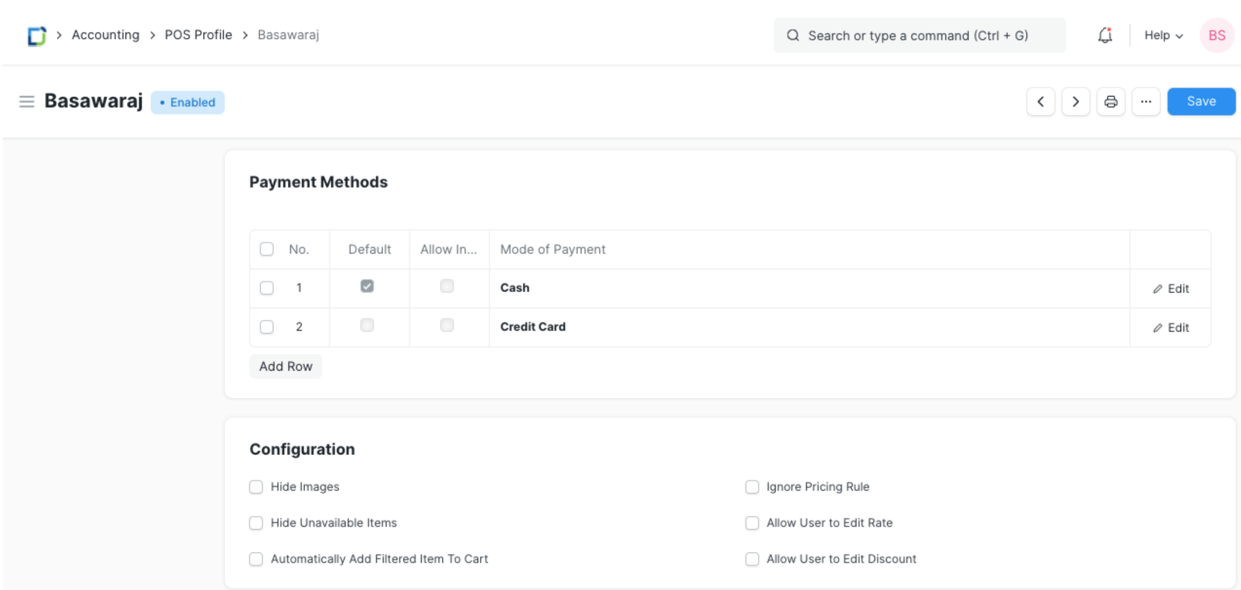
If you are in retail operations, you want your Point of Sale to be as quick and efficient as possible. To do this, you can create a POS Profile for a user.

To access the POS Profile list, go to:

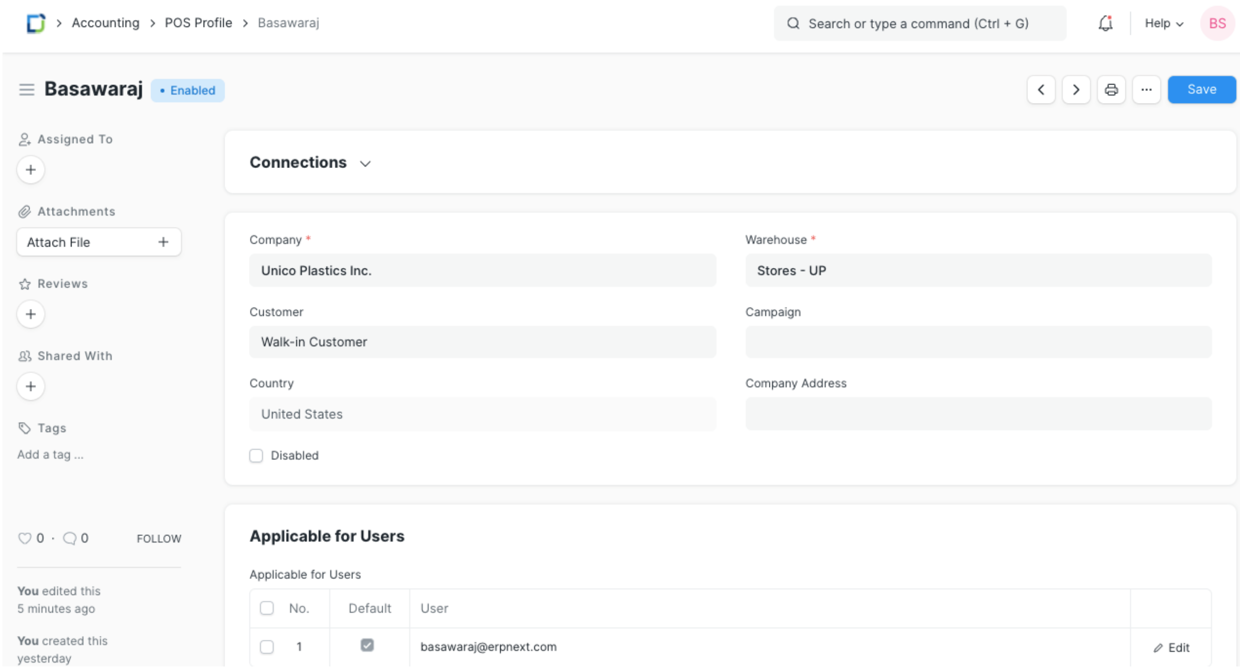
```
Home > Retail > Retail Operations > Point-of-Sale Profile
```

1. How to create a POS Profile

1. Go to the Point-of-Sale Profile and click on New.
2. Enter a name for the profile.
3. Set a Write Off Account and Write Off Cost Center to which the transactions will be recorded.
4. Set up payment modes in the table, the default will be cash if nothing is set here. Only the modes set here will be available when using POS. After adding payment modes, set one of them as the default payment method by ticking the checkbox.



5. Set the default amounts for the payment methods (recommended: 0). 6. Save.



1.1 Additional options when creating a POS Profile

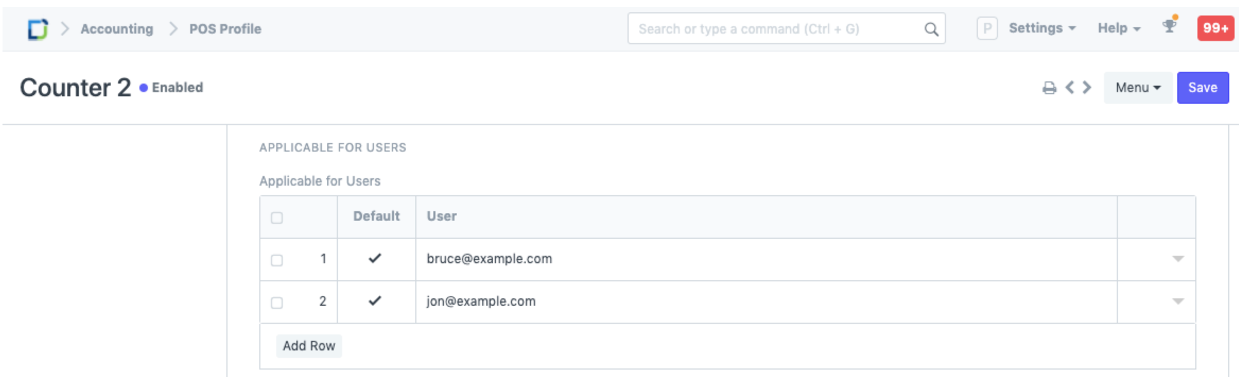
- **Customer**: Users can sell particular products to the particular Customers from the POS by adding item groups, customer groups in the POS Profile.
- **Warehouse**: The stock quantities in the selected Warehouse will be affected for POS transactions with this POS Profile.
- **Campaign**: A sales Campaign can be linked here to track total sales against it.
- **Company Address**: If the POS counter is set up at a Company branch, the address can be selected here.
- **Update Stock**: If enabled, the stock quantities will be affected when transactions are performed with the POS Profile. That is, Stock Ledger Entries will be made when you "Submit" this Sales Invoice thereby eliminating the need for a separate Delivery Note.
- **Ignore Pricing Rule**: Any active Pricing Rule will be ignored for this POS Profile.
- **Allow Delete**: In Offline POS, the data is cached. Ticking this checkbox will allow User to delete the Sales Invoice cached in the Draft stage.
- **Allow user to edit Rate**: The POS Profile user will be allowed to edit the 'Rate' of Items added in transactions.
- **Allow user to edit Discount**: The POS Profile user will be allowed to edit the 'Discount' of Items added in transactions.
- **Allow Print Before Pay**: This will allow the POS User to print an invoice before the payment is made.
- **Display Items In Stock**: The remaining quantity of Items from the selected Warehouse will be shown to the POS User.

2. Features

2.1 Applicable for Users

By default, all Sales Users can access the POS Profiles created in DellSuite. However, if you want only certain Users to access certain POS Profiles, you can add them to the table. Once even one User is set in the POS Profile, other Users cannot use this POS Profile for retail transactions.

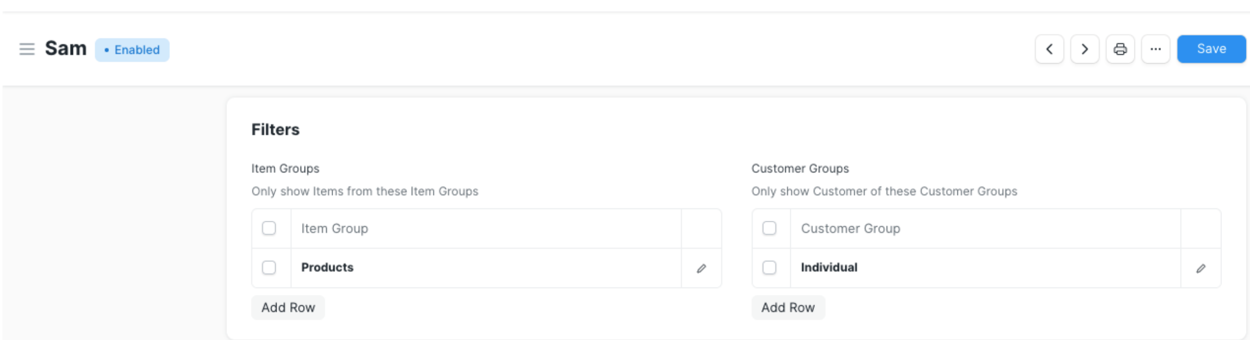
Setting POS Profile as default: On ticking the Default checkbox in the table, the current POS Profile becomes the default POS Profile for that User. So, the next time the User logs into the system, the POS Profile will be set by default.



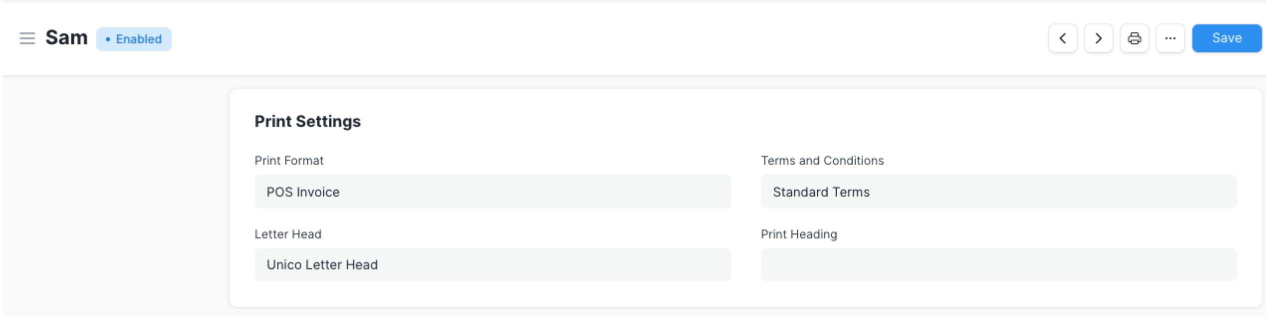
Note: If you specify a particular User, the POS setting will be applied only to that User. If the User option is left blank, the setting will be set for all users. To understand how POS works, visit the Point of Sale page.

2.2 Setting Item Group and Customer Group

On setting an Item Group/Customer Group in a POS Profile, the group will be automatically selected when making transactions with the POS Profile.



2.3 Print Settings



Print Format for Online

You can set a Print Format which will decide what the layout of the printed document will look like. To know more, visit the Print Format page.

Letterhead

You can print your POS Sales Invoice on your Company's letterhead. Know more here.

Print Headings

POS Sales Invoice headings can also be changed when printing the document. For example, the heading can be 'Invoice', or 'Bill'. You can do this by selecting a **Print Heading**. To create new Print Headings go to: Home > Settings > Printing > Print Heading. Know more here.

Terms and Conditions

There may be certain terms and conditions on the Item you're selling, these can be applied here. To know about adding Terms and Conditions, click here.

2.4 Accounting

- **Price List**: A Price List stores the Item Prices. Setting a Price List here will fetch the Item Prices for the current POS Profile from that Price List.
- **Currency**: By default, this will be set according to the Company's default currency. However, you can change it. In case you change the currency, remember to change the accounts too.
- **Taxes and Charges**: Selecting a Sales Taxes and Charges Template or Purchase Taxes and Charges Template here will automatically apply the taxes and charges to the POS transaction.
- **Apply Discount On**: Here you can set whether the discount is to be applied on the Grand Total (pre tax amount) or the Net Total (post tax amount).
- **Tax Category**: On selecting a Tax Category here, the Tax Rules associated with the Tax Category will be applied to each transaction performed from this POS Profile.

The following accounts can be set so that the general ledger is updated accordingly:

- Account for Change Amount
- Write Off Account
- Write Off Cost Center
- Income Account
- Expense Account

2.5 Accounting Dimensions

Accounting Dimensions lets you tag transactions based on a specific Territory, Branch, Customer, etc. This helps in viewing accounting statements separately based on the criteria selected. To know more, visit the Accounting Dimensions page.

Note: Cost Center is treated as a dimension by default.

Point of Sale

A Point of Sale refers to the time and place where a retail transaction takes place.

For retail operations, the delivery of goods, accrual of sale and payment all happens in one event, that is usually called the 'Point of Sale' (POS).

In DellSuite Sales Invoices can be generated from the POS. There are two steps to set up POS:

To access POS, go to:

Home > Retail > Retail Operations > POS

1. Prerequisites

Before creating and using Point of Sale, it is advisable to create the following first:

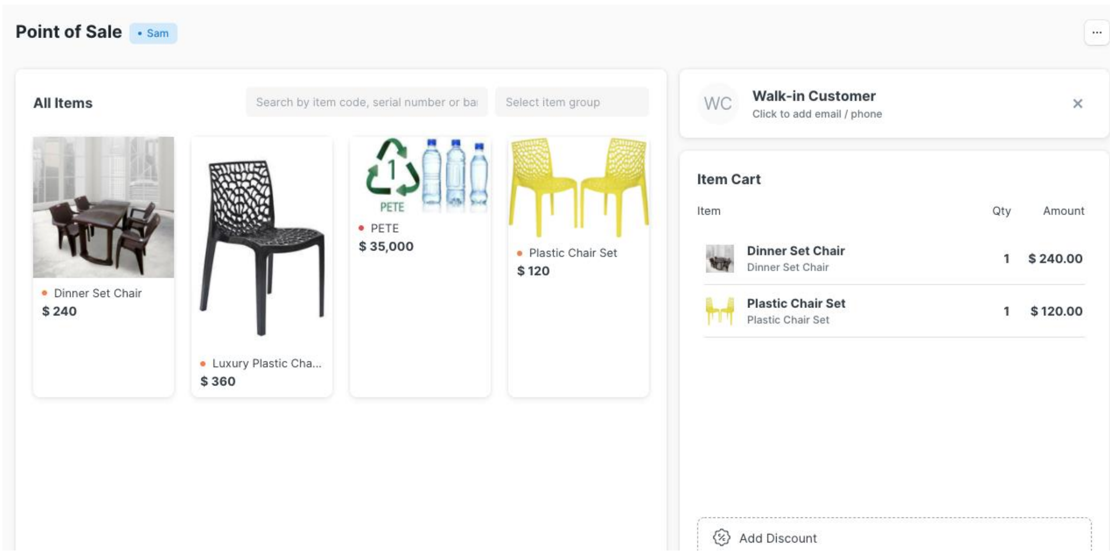
1. POS Profile

2. How to create a POS Invoice

Once you set up a POS profile, you can start billing on POS.

1. Go to POS and select a Customer.
2. Add Items from the list displayed on the right by clicking on them.
3. Ensure that the Item has a Selling Price set in the Item Price list.
4. Edit the quantities as needed.

5. In order to edit Rate and Discount, you need to enable them in the POS Profile.
6. A default Warehouse needs to be set to complete the transaction. If Warehouse is set in both Item and POS profile, the one in POS Profile will be given preference.
7. Do note that you need to have Items in your Warehouse before you can sell. If Items are not available, a red dot will be shown next to the Item when selected.

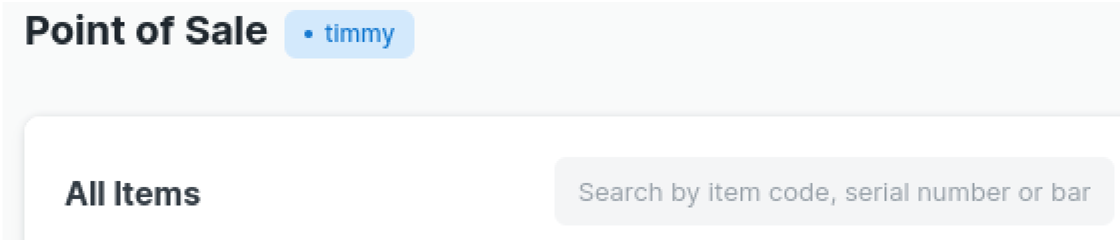


8. When all Items are added, cross check the net and grand totals and also the total quantity in the summary at the bottom.
9. Select the payment mode and click on Complete Order. You'll be asked to submit the Sales Invoice.
10. You can then print the POS invoice. After the Sales Invoice is submitted, you can either print or email it directly to the customer.

2.2 Adding an Item

At the billing counter, the retailer needs to select Items which the Customer buys. In the POS interface you can select an Item by two methods. One, is by clicking on the Item image and the other, is through the Barcode / Serial No.

1. **Select Item**: To select a product click on the Item image and add it into the cart. A cart is an area that prepares a customer for checkout by allowing to edit product information, adjust taxes and add discounts.
2. **Barcode / Serial No**: A Barcode / Serial No is an optical machine-readable representation of data relating to the object to which it is attached.

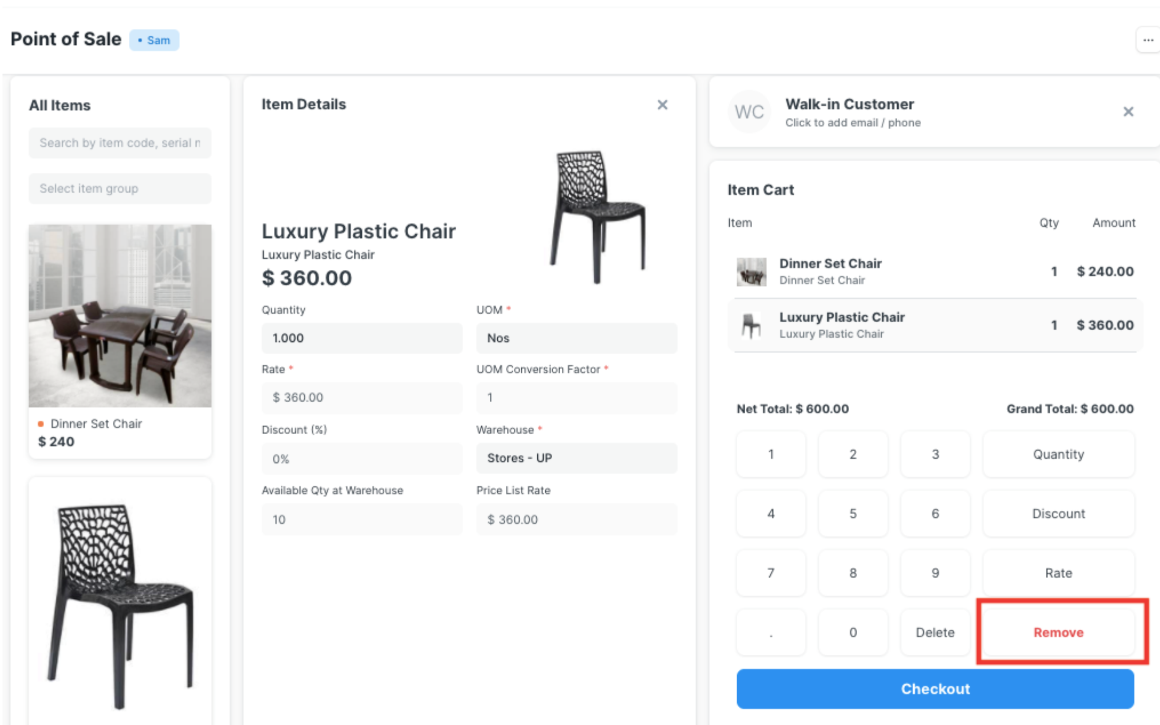
3. 

4. Enter Barcode / Serial No in the box as shown in the image below and pause for a second, the item will be automatically added to the cart.

Tip: To change the quantity of an Item, enter your desired quantity in the quantity box. These are mostly used if the same Item is purchased in bulk.

If your product list is very long use the Search field, type the product name in Search box.

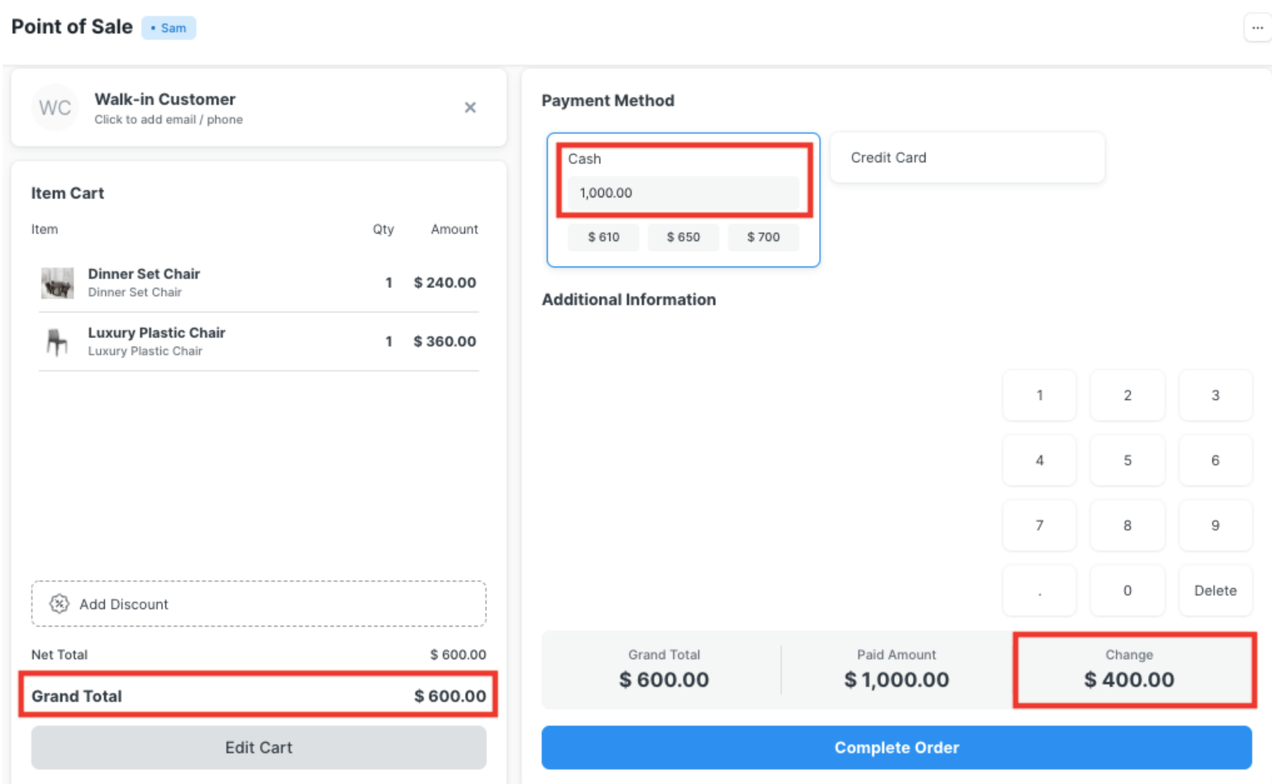
2.3 Removing an Item from the Cart

1. Select row in the cart and click on 'Remove' button in the numeric keypad
2. 

3. Set Qty as zero to remove Item from the POS invoice. There are two ways to remove an Item.
4. If Item's Qty is 1, click on a minus sign to make it zero.
5. Manually enter 0 (zero) quantity.

2.4 Change Amount

POS calculates the extra amount paid by the customer, which user can return from the cash account. User has to set the account for the change amount on the POS profile.



3. Features

3.1 Adding a new Customer

In POS, user can select the existing Customer during making an order or create a new customer. This feature works in the offline mode also. User can also add the customer details like contact number, address details, etc on the form. The Customer which has been created from the POS will be synced when the internet connection is active.

3.2 Accounting entries (GL Entry) for a Point of Sale:

Debits:

1. Customer (grand total)
2. Bank/Cash (payment)

Credits:

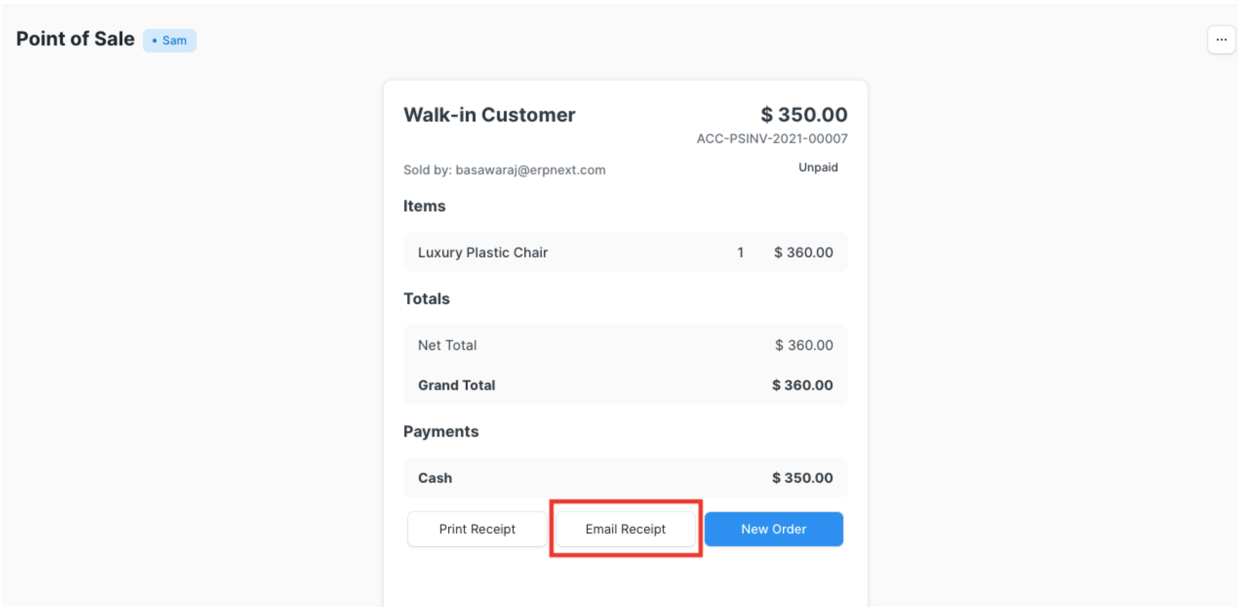
1. Income (net total, minus taxes for each Item)

2. Taxes (liabilities to be paid to the government)
3. Customer (payment)
4. Write Off (optional)
5. Account for Change Amount (optional)

To see entries after submitting the Sales Invoice, click on **View Ledger**.

3.3 Email

You can also send the receipt via email.



3.4 Create Return Credit Note

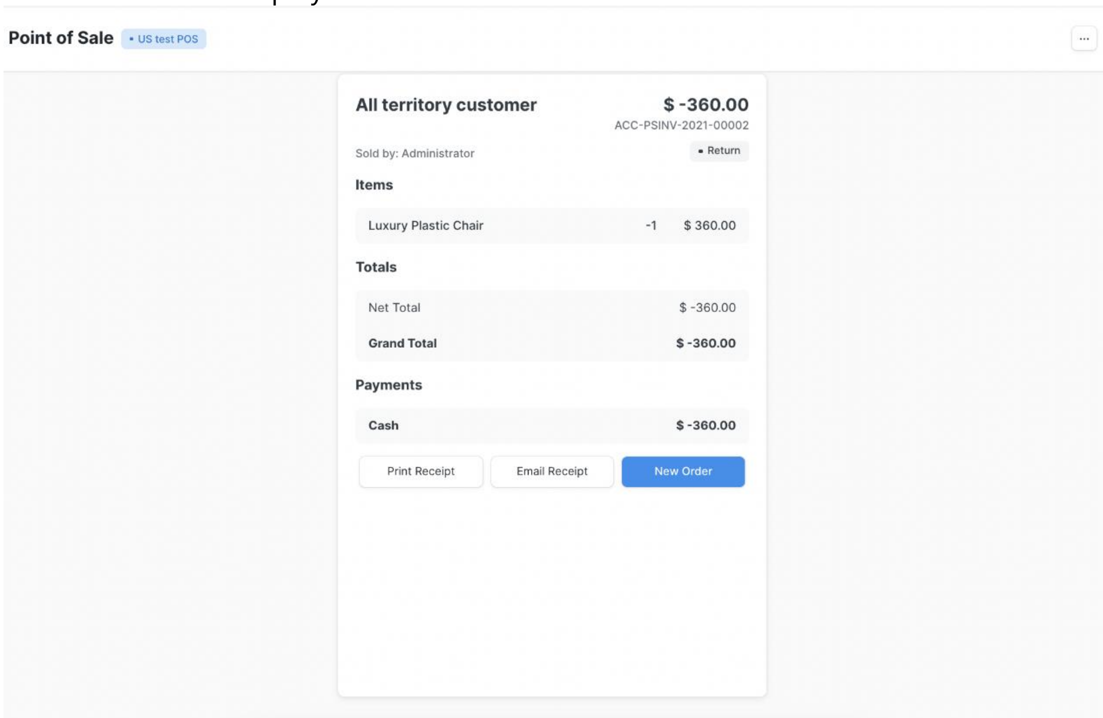
You can also create a return credit note against a POS Invoice in case of return of items or the entire order. Below are the steps for issuing a credit note against an invoice:

1. Click on menu (3 dots) and then click on **Toggle Recent Orders**. Keyboard shortcut for the same is **⌘+O**.

2. All the invoices from recent POS transactions will be displayed under the **Recent Orders** pane. You can either search for the invoice directly with its name or filter search results as per the status of the invoice which can be **Paid, Consolidated, Draft, Return**.

3. Select the invoice against which you need to create the credit note after which you will see the invoice details and the options to Print, Email the receipt and an option to make a Return. Click on **'Return'**.

4. The POS screen will display the items in the invoice, along with respective negative quantities and totals in the Item Cart which indicates that it is a return credit note.
5. Once you checkout, you'll see the Grand Total, Paid Amount and Taxes too if applicable.
6. Clicking on **Complete Order** will complete the process and create the final return creditinvoice and display the bill on the screen like a normal order

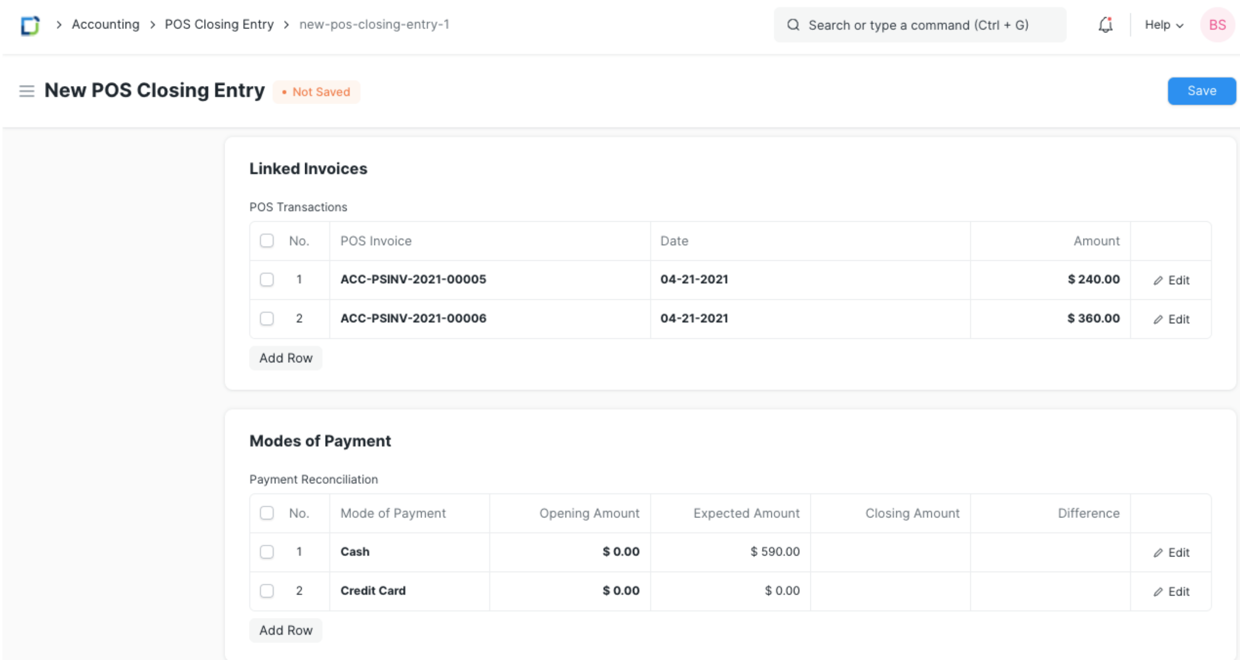


3.5 POS Closing Voucher

At the end of the day, the cashier can close his/her PoS by creating a POS Closing Voucher. Click on the Menu and select 'Close the POS'. Select the period, your POS Profile and your user to retrieve all sales registered. At the end of the day, the cashier can close his/her shift by creating a POS Closing Voucher.

Click on the Menu and select 'Close the POS'. Select the period, your POS Profile and your user to retrieve all sales registered.

On creating a POS Closing Voucher, all the POS invoices fetched for the selected period will be consolidated into one final Sales Invoice. The status of all the POS invoices will change from 'Paid' to 'Consolidated' once they are successfully consolidated into a sales invoice on closing.



If there are more than 10 invoices while closing a POS, consolidation of the invoices will take place in a background job and would be subitted after the background job gets completed. The Accounting Ledgers would be affected only after the Closing Voucher is submitted successfully and the consolidated sales invoices are created.

4. Upcoming Features

- Sales Invoice integration with POS.

POS Invoice Consolidation

In the version 13 refactor of the Point of Sale, in an effort to add speed to the Point of Sale, the sales from the POS session do not affect the stock and accounting ledgers until a Closing POS Voucher is submitted for that session. It functions like so:

1. Each transaction from the POS screen now creates an intermediate invoice (called a POS Invoice) which doesn’t update the stock and accounting ledgers to keep it as fast as possible. This is also called a “sub-ledger”. Separating the POS ledger from the General Ledger makes the system a lot more scalable.

2. The stock and accounting entries are now created at the end of day while closing a POS session by a single sales invoice which merges all the intermediate invoices created throughout the day.

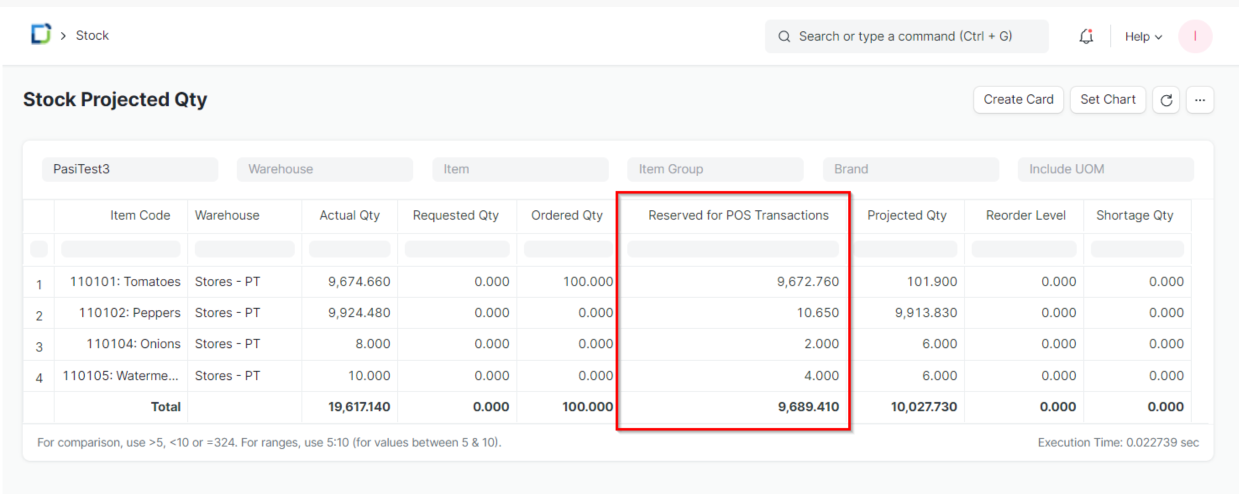
3. This single consolidated sales invoice only creates 3-4 ledger entries. The older system would create n x 3 ledger entries where 'n' is the number of invoices created throughout the day.

4. Since drastically fewer ledger entries are made, the load on the general ledger is also eased, making it faster.

How Stock is Tracked Until a POS Session is Closed

While it is true that the Stock Ledger will disclude transactions from any active POS session, the stock levels from this "sub-ledger" update the Stock Projected Quantity Report.

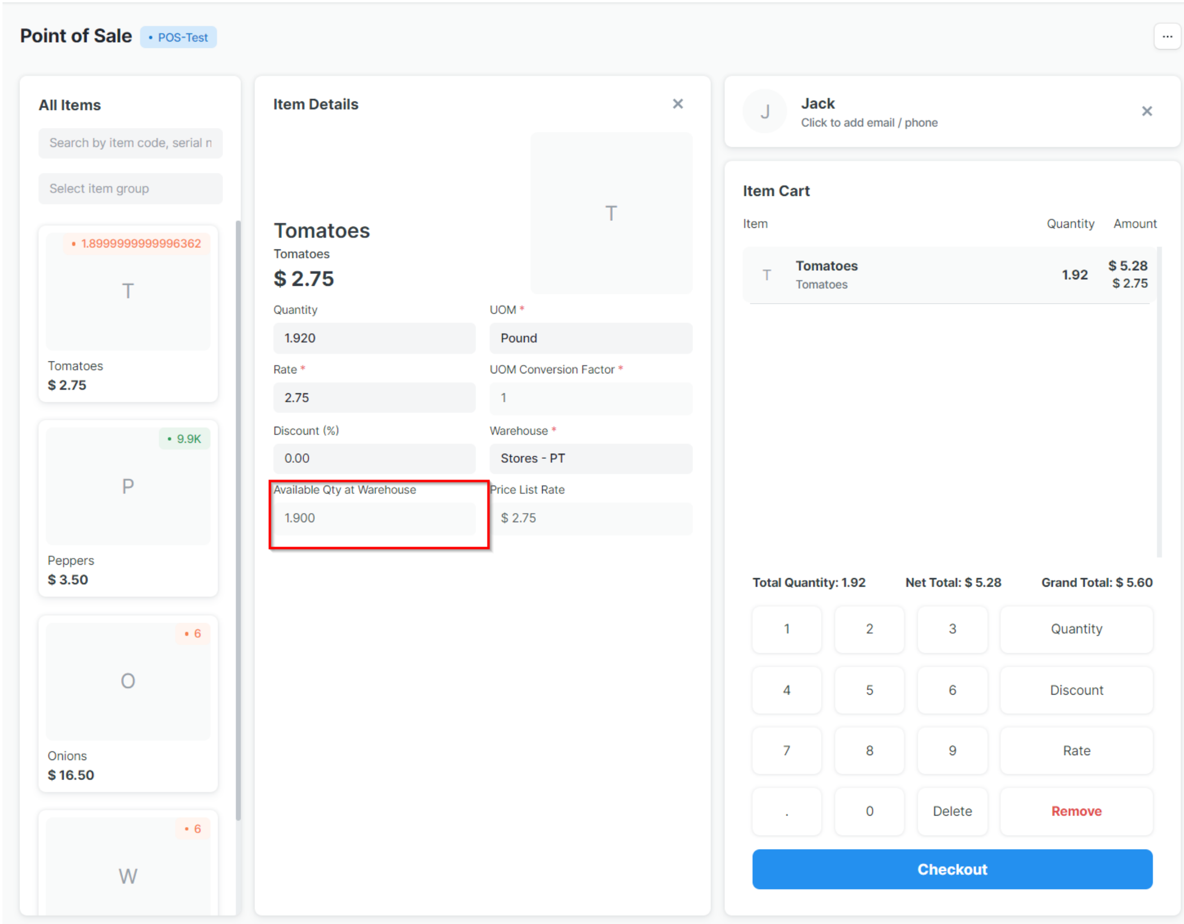
Stock > Stock Reports > Stock Projected Quantity



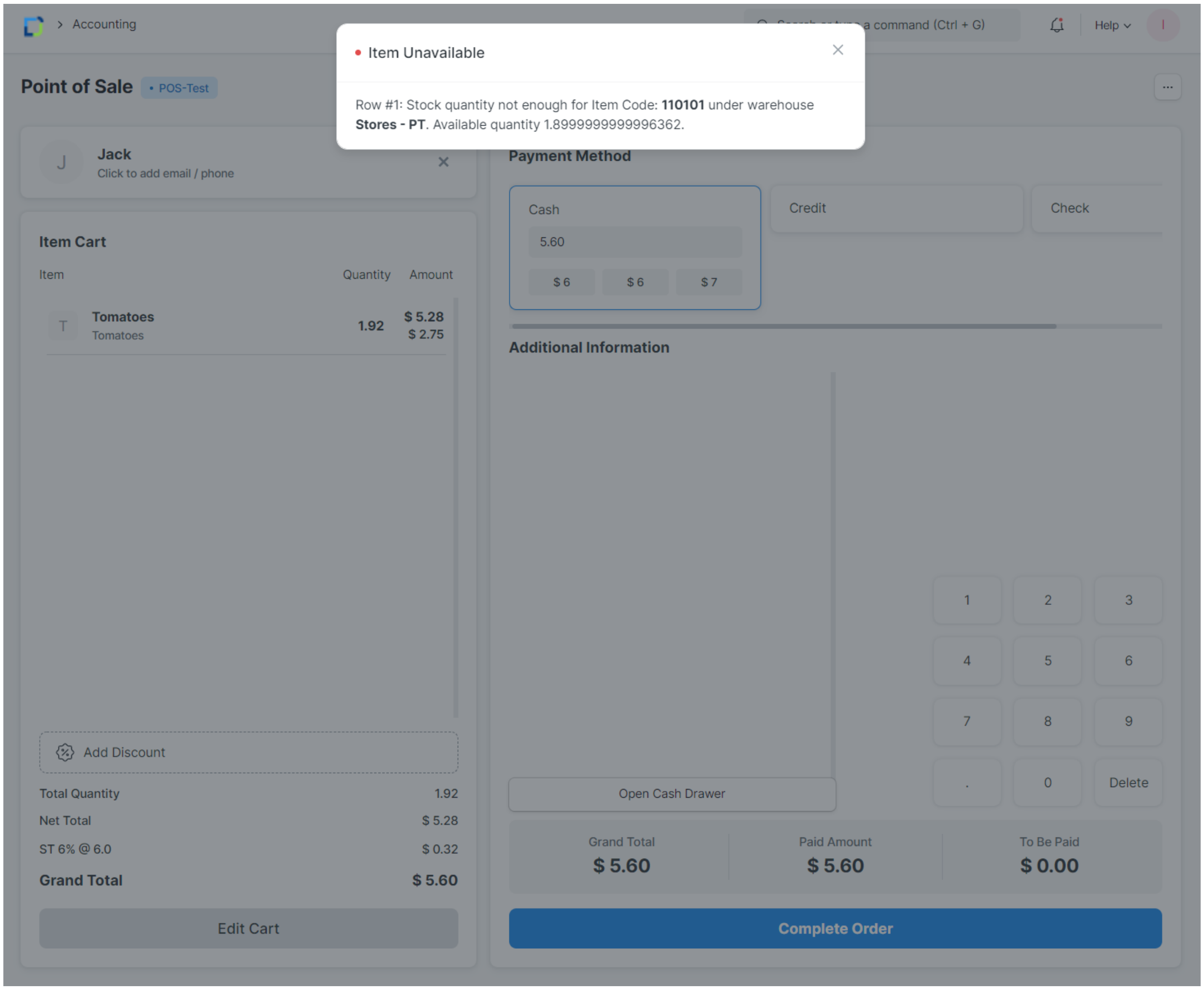
	Item Code	Warehouse	Actual Qty	Requested Qty	Ordered Qty	Reserved for POS Transactions	Projected Qty	Reorder Level	Shortage Qty
1	110101: Tomatoes	Stores - PT	9,674.660	0.000	100.000	9,672.760	101.900	0.000	0.000
2	110102: Peppers	Stores - PT	9,924.480	0.000	0.000	10.650	9,913.830	0.000	0.000
3	110104: Onions	Stores - PT	8.000	0.000	0.000	2.000	6.000	0.000	0.000
4	110105: Waterme...	Stores - PT	10.000	0.000	0.000	4.000	6.000	0.000	0.000
	Total		19,617.140	0.000	100.000	9,689.410	10,027.730	0.000	0.000

In the above image, the "Actual Qty" column represents the value of the stock ledger. The "Reserved for POS Transactions" represents the "Actual Qty" less what quantities are currently reserved because of active POS sessions that have not yet made entries on the Stock Ledger because the sessions have not been closed. Note also that "Projected Qty" ("Active Qty" less quantities reserved for the POS, production, etc.) adds a quantity of 100 to the first line item because of an order for 100 units that has yet to be received.

Within the Point of Sale, however, quantities on order but not received will not be reflected in the "Available Qty at Warehouse" field in the Item Details view. In the instance below, as there's not enough quantity on-hand, the transaction won't be permitted. This applies to any and all open POS sessions active at any time and is applied globally (as in, the transaction from one session affects the quantities available for all other open sessions).



Point of Sale
POS-Test
All Items
Search by item code, serial n
Select item group
1.8999999999996362
Tomatoes
$ 2.75
9.9K
Peppers
$ 3.50
6
Onions
$ 16.50
6
Item Details
Tomatoes
Tomatoes
$ 2.75
Quantity
1.920
UOM *
Pound
Rate *
2.75
UOM Conversion Factor *
1
Discount (%)
0.00
Warehouse *
Stores - PT
Available Qty at Warehouse
1.900
Price List Rate
$ 2.75
Jack
Click to add email / phone
Item Cart
Item
Quantity
Amount
Tomatoes
Tomatoes
1.92
$ 5.28
$ 2.75
Total Quantity: 1.92
Net Total: $ 5.28
Grand Total: $ 5.60
Quantity
Discount
Rate
Delete
Remove
Checkout



Loyalty Program

A Loyalty Program allows Customers to earn points by spending a certain amount and lets them redeem the points in future purchases.

A Customer Loyalty Program is a structured and long-term marketing effort that provides incentives to repeat Customers. Successful programs are designed to motivate Customers in a business's target market to return often, make frequent purchases, and shun competitors.

To access the Loyalty Program list, go to:

Home > Retail > Retail Operations > Loyalty Program

1. Prerequisites

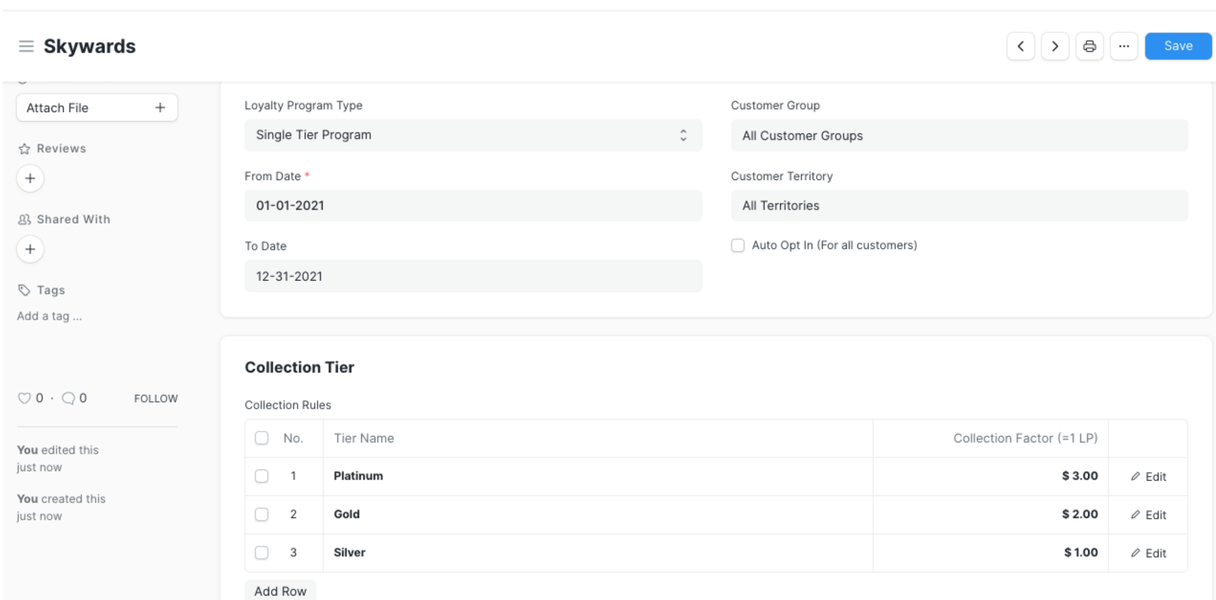
Before creating and using a Loyalty Program, it is advised to create the following first:

1. Customer
2. Sales Invoice

2. How to Create a Loyalty Program

1. Go to the Loyalty Program list and click on New.
2. Enter a Name for the Loyalty Program.
3. Select whether the program is Single Tiered or Multi Tiered (gold, silver, etc).
4. Set a start and end date for the program.
5. Select the Customer Group and Territory for which this program is applicable, the default is all.
6. For opting in all Customers by default, tick on 'Auto Opt In (For all customers)'. Otherwise, the program needs to be assigned from the Customer master.
7. In the table, enter:
    2. **Tier name**: To be assigned to a Customer based on his eligibility.
    3. **Collection Factor**: How much amount needs to be spent to gain 1 Loyalty Point in DellSuite.
    4. **Minimum Amount**: Minimum amount to be spent to qualify into a tier.
8. Set the Conversion Factor, eg: 10 USD = 1 point.

9. Save.



2.1 Redemption section

- **Conversion Factor**: When redeeming loyalty points, this factor decides how much money is 1 Loyalty Point worth. For example, if a Customer has 100 Loyalty Points, and 1 Loyalty

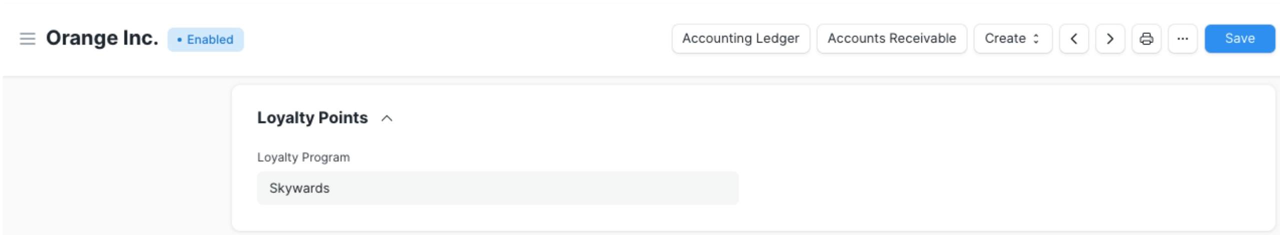
Point = 1 USD, then the Customer use Items up to 100 USD with their loyalty points for future purchases.

- **Expense Account**: Set an Expense Account from where you'll offer the benefits. This is useful to track the benefits offered separately.

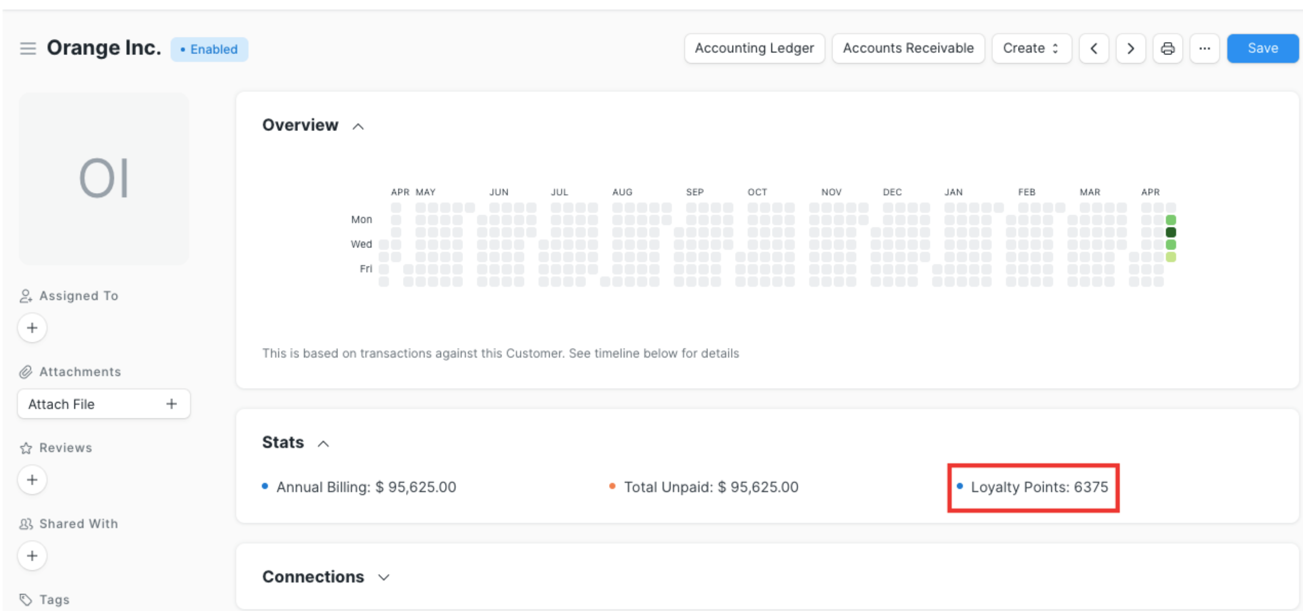
- **Expiry Duration (in days)**: The collected loyalty points will expire after the number of days set in this field.

2.2 Loyalty Points in Customer

Set a Loyalty Program section in the Customer master to assign a Loyalty Program to a Customer.

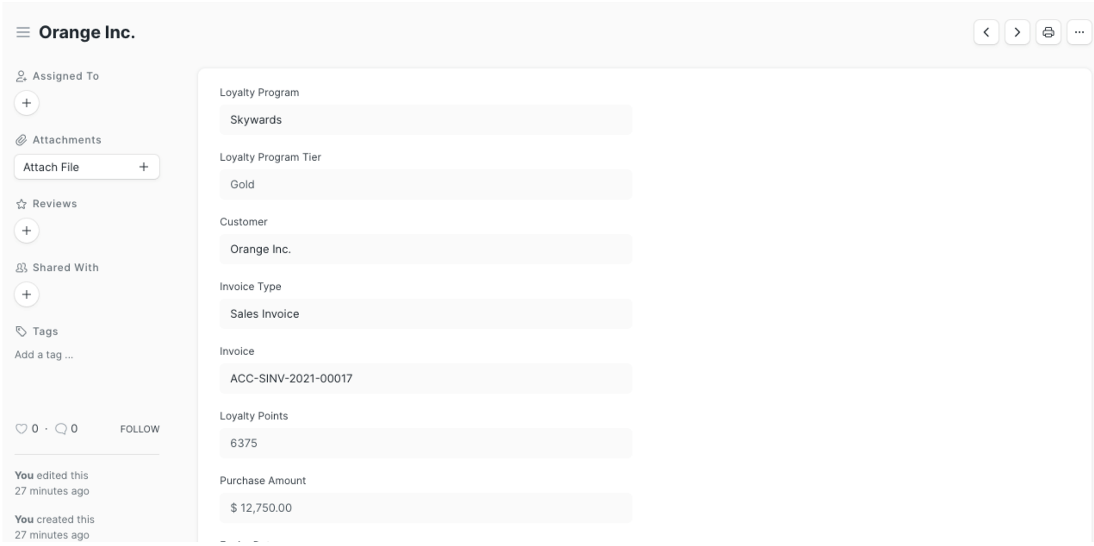


Loyalty points earned can be viewed in the Customer's dashboard.



2.3 Loyalty Point Entry

Go to: **Accounts > Retail Operations > Loyalty Point Entry**. This acts as a log to give an overview of which Customer earned how many points against which Sales Invoice. It holds the data Invoice and Customer.



3. How does a Loyalty Program work?

3.1 Earning Points

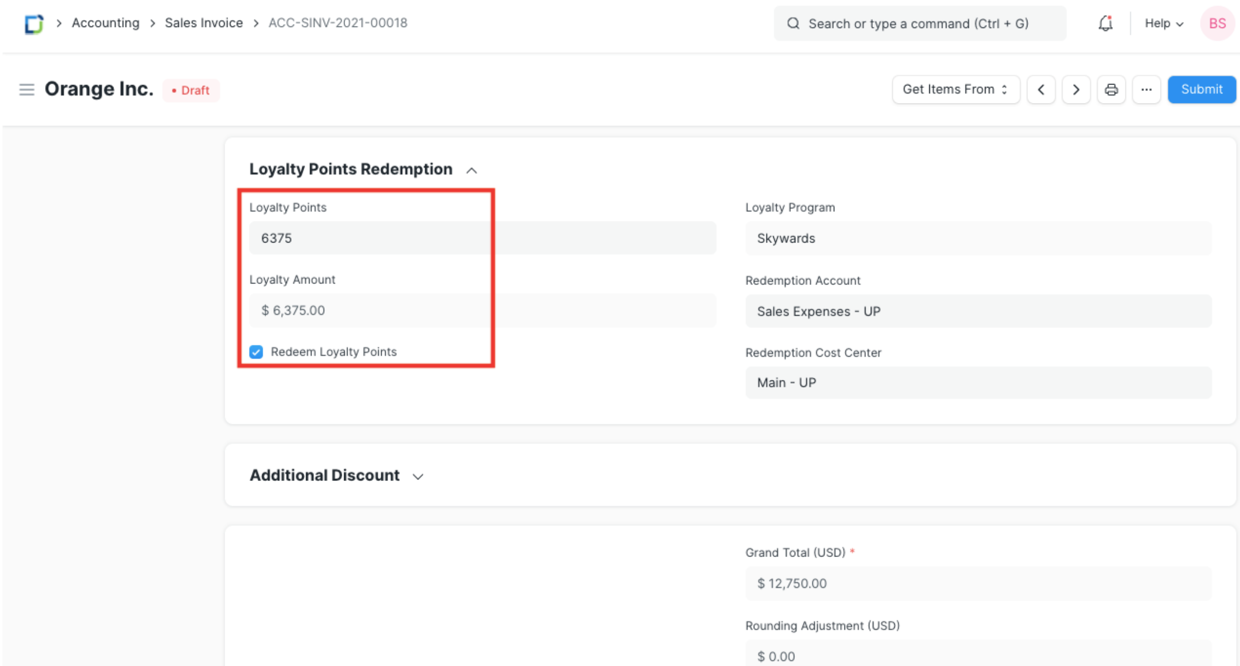
- Firstly, a **Loyalty Program** needs to be created as explained in the first section.
- Assign this **Loyalty Program** to a **Customer**.
- Create a new Sales Invoice for the **Customer** to whom you have assigned **Loyalty Program**.
- For this example, an invoice is created with a grand total of 3,000 INR and according to the **Loyalty Program** for a minimum spent of 2,000 INR, the Silver Tier collection factor will be eligible and for each 300 INR spent, the **Customer** will receive 1 point (hence the total points earned on this transaction is 15).
- Upon submission of the invoice, a **Loyalty Point Entry** will be created for this invoice (as shown above under Loyalty Program Entry section).
- In our **Loyalty Program** upon minimum spent of 6,000, Gold Tier would be eligible. So, when another invoice is submitted with the same value, the total sales from this Customer becomes 6,000. So now, the **Customer** will be automatically upgraded to the Gold tier.

Note: The minimum spent in Loyalty Program does not mean a minimum value for a single invoice. Rather it means the sum of amount of invoices for the Customer under a particular Loyalty Program scheme.

3.2 Redeeming Points

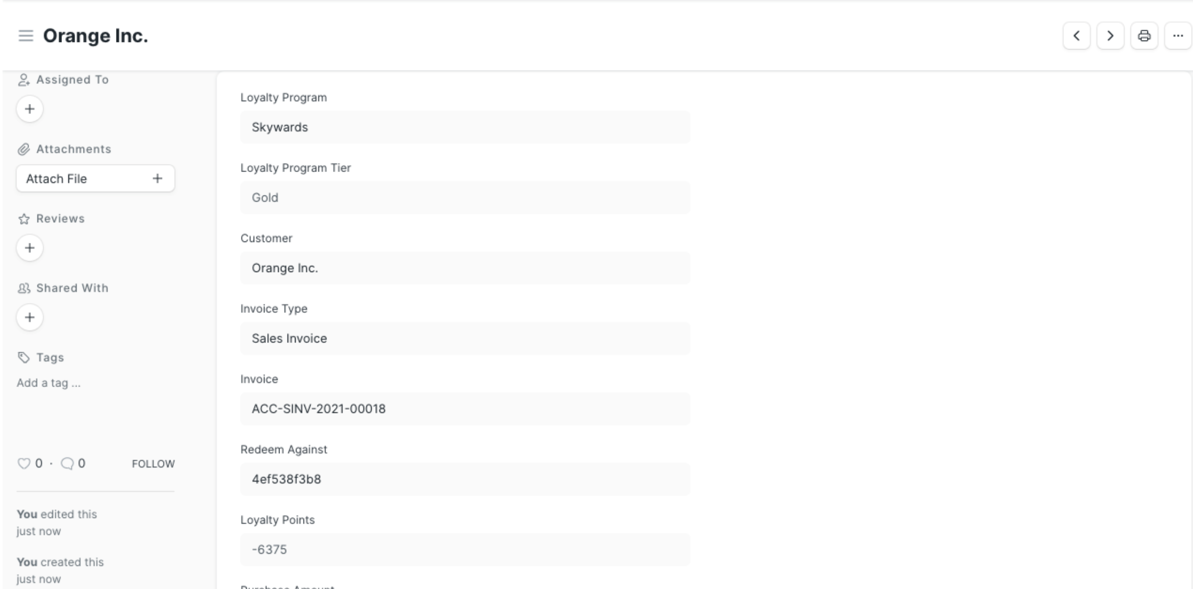
- Let's continue from the above example where we created 1 invoice and earned 15 points from it. When creating another invoice for the same Customer, go to the Loyalty Points section and enable the checkbox to 'Redeem Loyalty

Points'.



- The fields for 'Loyalty Point', 'Redemption Account' and 'Redemption Cost Center' will become visible under this section. The account and Cost Center will be fetched from the **Loyalty Program** assigned to the **Customer**.
- Since the Customer has earned 15 points, we can use all of it until expiry. If we try to use more than what we have an error will be thrown.
- In above example, we have used 6375 points to be redeemed. Doing so will enable another field that will display the amount calculated using (loyalty point * Conversion Factor). So, USD 6375 will be deducted from our the amount since our 'Conversion Factor' was '1'.

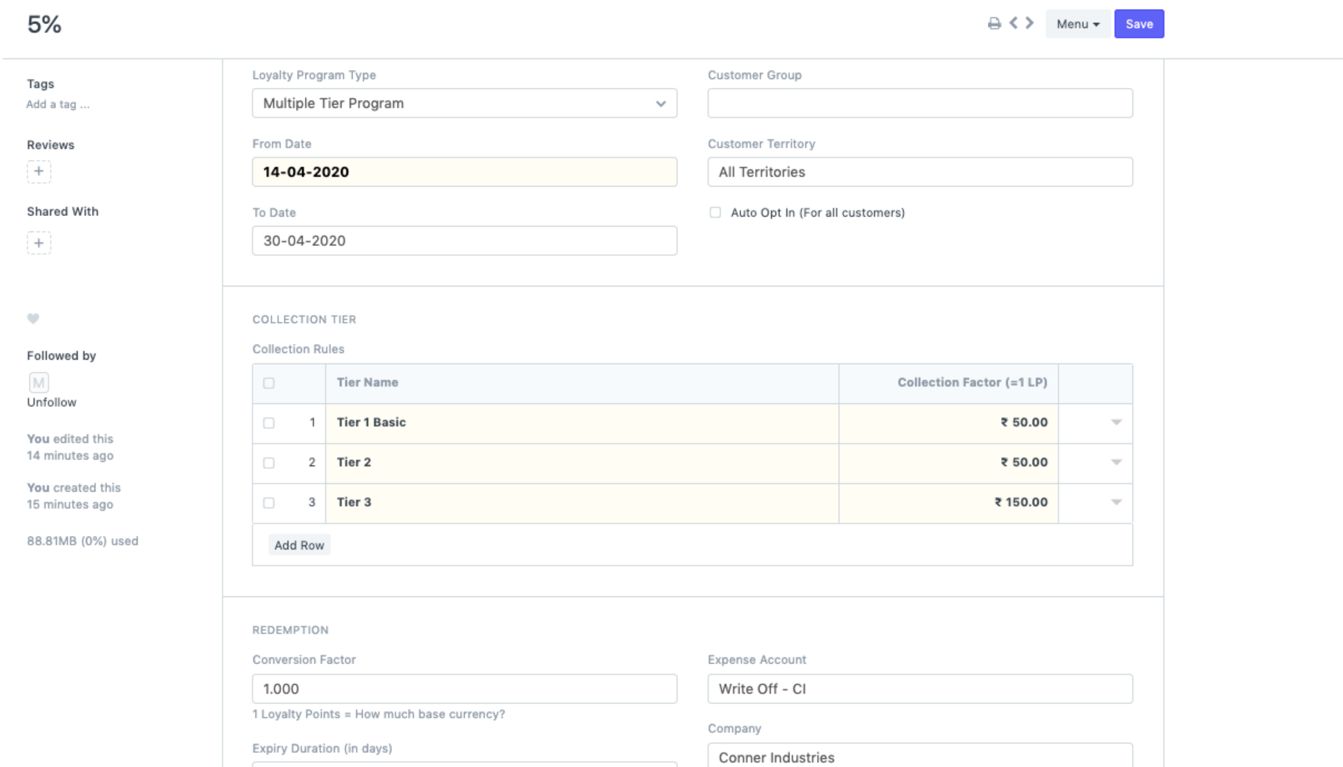
- When submitted, 2 **Loyalty Point Entries** will be created. One for redeemed, which will be a negative value and one for the current invoice.



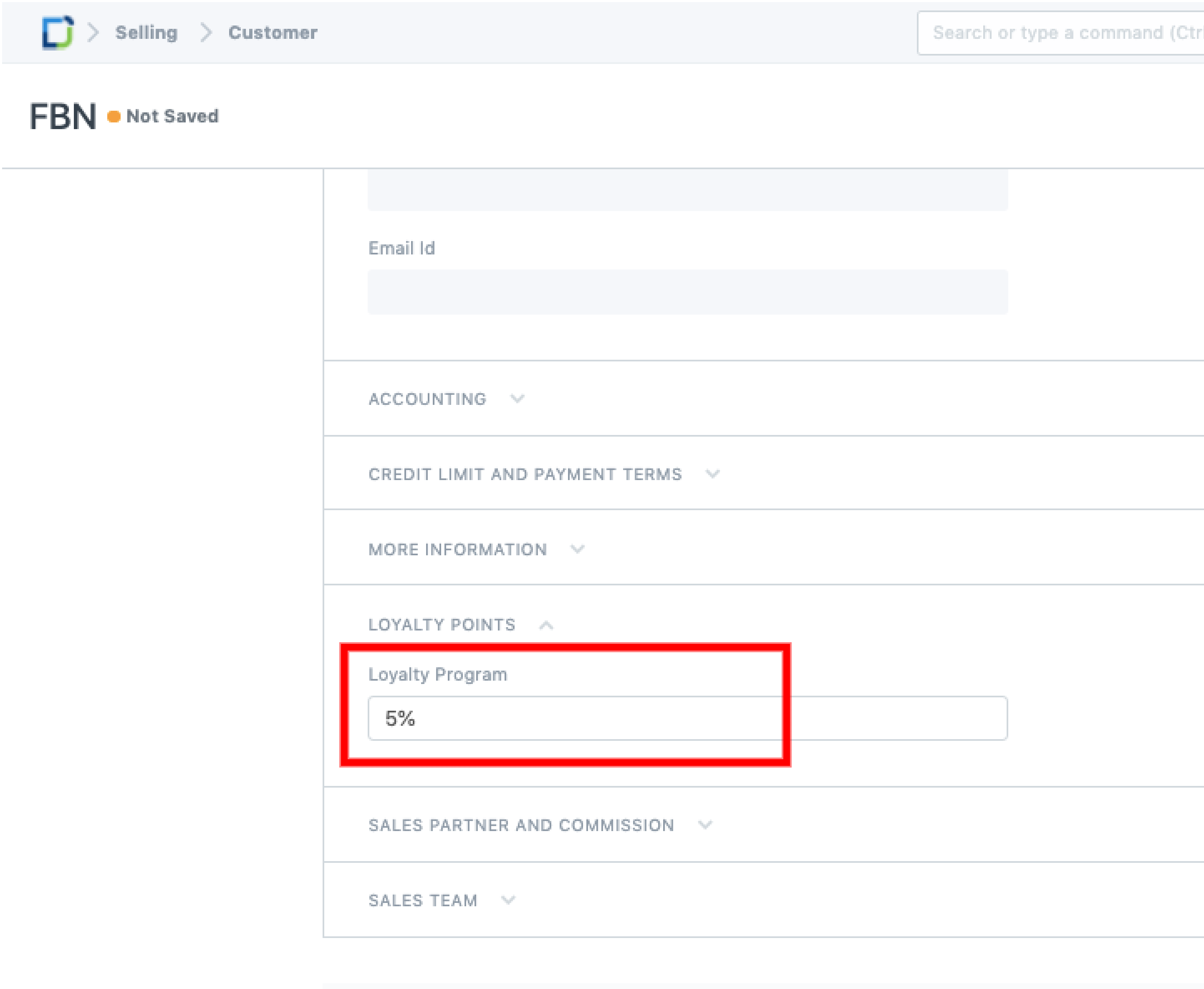
Note: For an invoice on which points have been earned, if a return invoice is created, it will delete the original Loyalty Point Entry and create a new one after subtracting the returned amount from the original amount. Also, when canceling an invoice, its subsequent Loyalty Point Entry will be deleted.

Loyalty points redemption in POS

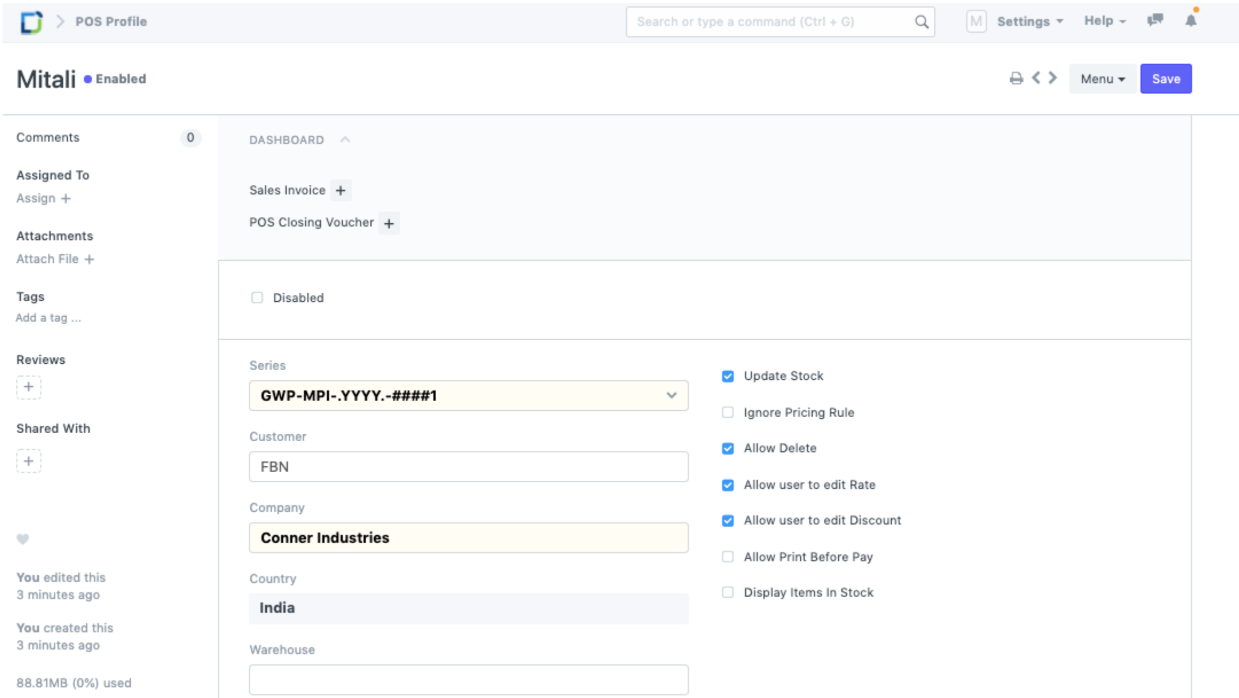
In DellSuite POS module, the invoices are auto generated. You can set your complete POS system right with the following configuration steps:
* Create a Loyalty program in the doctype: You can set Single Tier or a Multiple Tier Program based on the slabs existing in the amount of Purchase that is done in DellSuite.



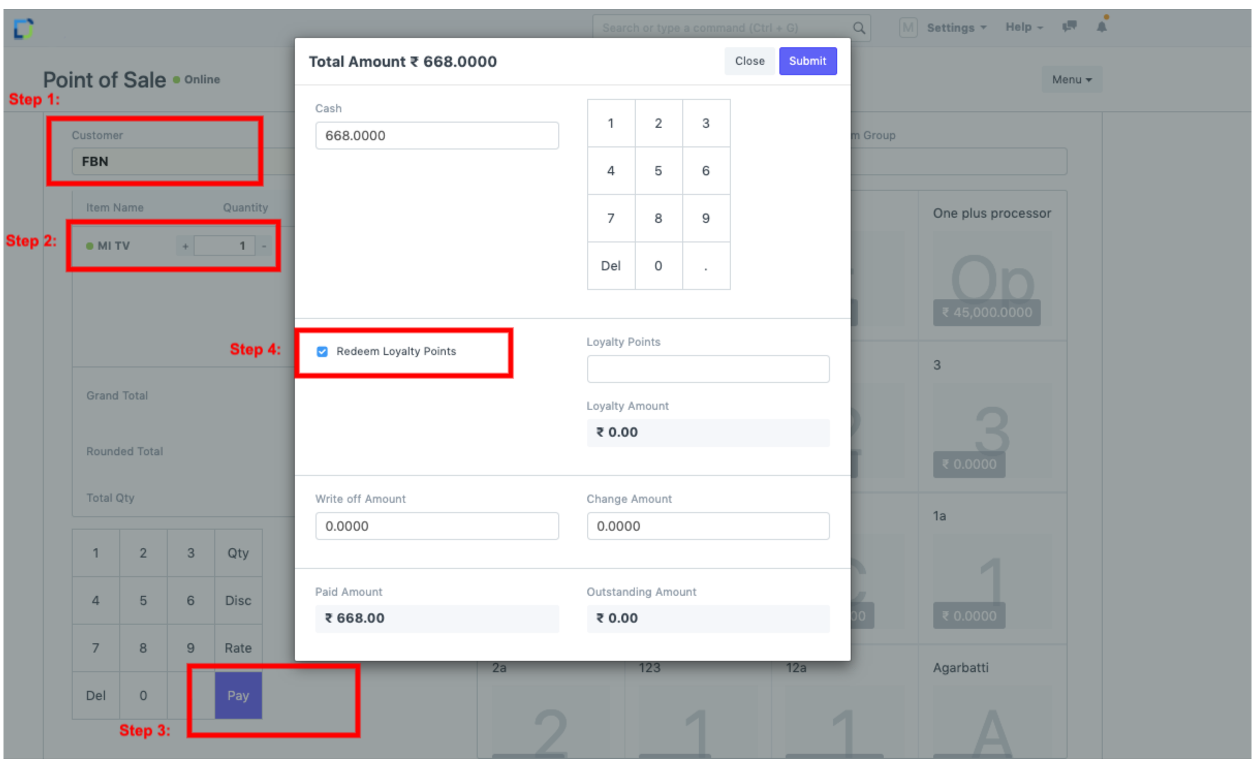
* Once the loyalty program is set, you can create a Customer and link the Loyalty program to it.



Once this Customer is linked to the Loyalty program, you can now setup your POS profile if it is not set yet:



Now, you can go to POS transaction:* Select Customer * Add items * Pay * Check the field --> **Redeem Loyalty Points**



Sales Reports

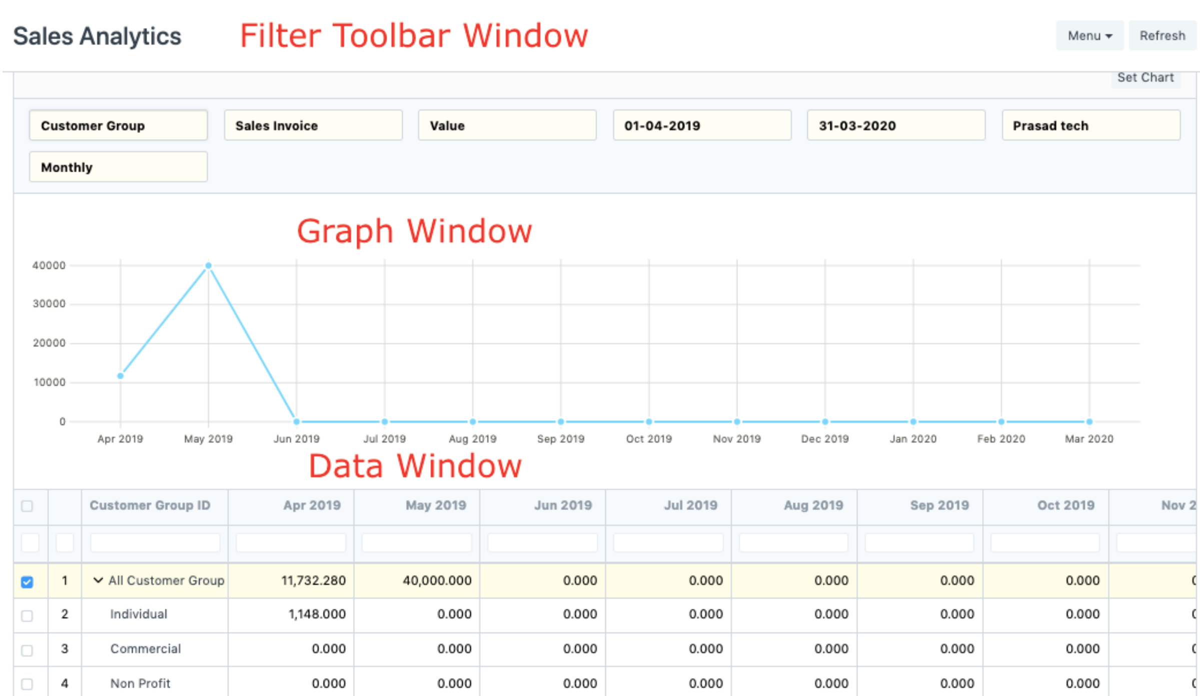
You can view your company's sales performance, analyze sales data in different views to see the sales performance. With filters, you can dynamically change what is displayed. There are three window areas that make up the Sales Analytics Report-The Filter Toolbar Window, the Graph Window and the Data Window shown as follows:

These analytics can be found under:

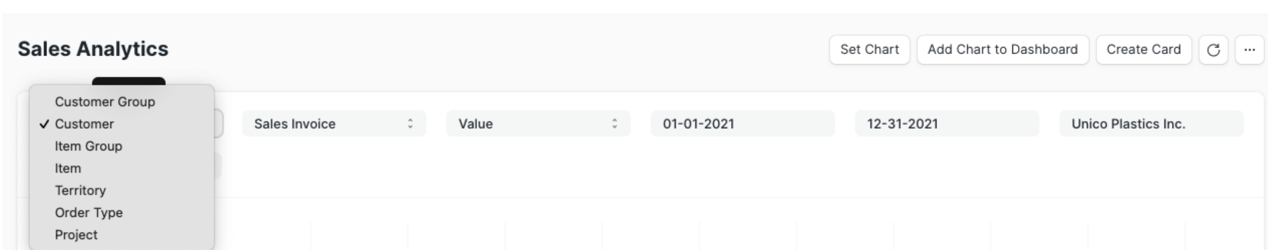
```
Home > Selling > Key Reports
```

1. Sales Analytics Report

Go to **Selling > Analytics > Sales Analytics**. The Sales Analytics report looks like this:



The toolbar provides filters to select what data is to be used. Using the dropdown selections, the data displayed can be refined. As the selections are made, data is reflected in the data window as well as the graph window.



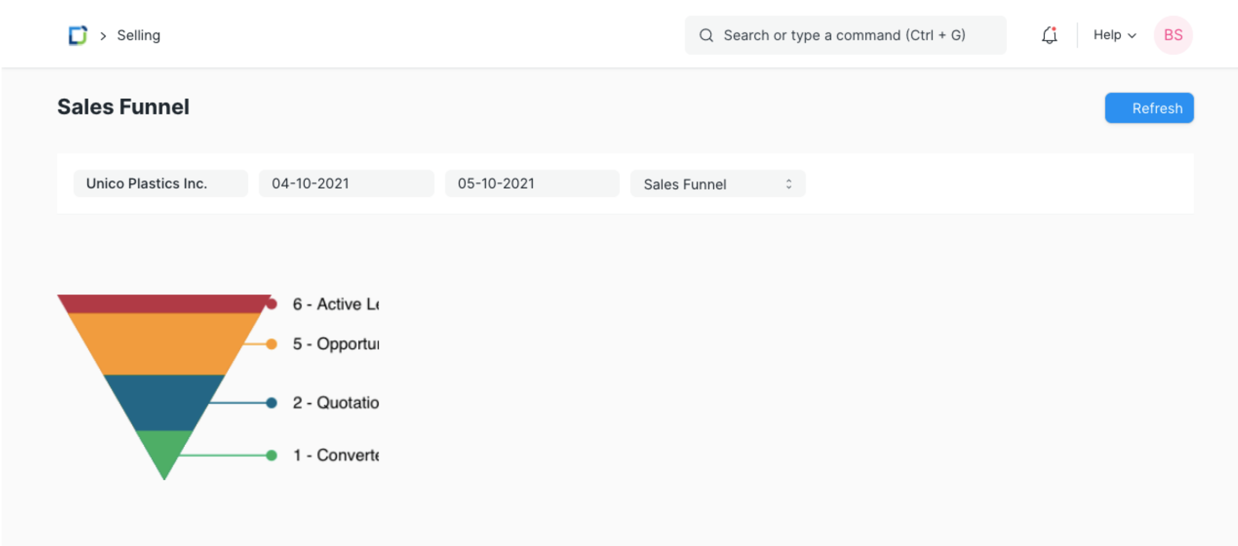
Within the data window, selections can be made to expand or compress the data to be analyzed. Each box can be selected or unselected. There is no restriction for data comparison, so a higher level can be compared to a lower level. Using the 'Set Chart' button, you can set values for the X and Y fields, use different type of charts and select a color.

2. Sales Funnel Report

Go to **Selling > Analytics**. The report "Sales Funnel" provides a sales generation analysis. It displays the progression of stages in the sales process. There are four stages leading up to a Sales Order: Active Leads, Opportunities, Quotations and Converted (has become a Customer).

- Active Leads shows the number of all your **Leads**, including all the other stages.
- Opportunities shows the number of Leads for which an **Opportunity** was created.
- Quotation shows the number of leads for which a **Quotation** was submitted.
- Converted shows the number of leads for which a **Quotation** and **Sales Order** was submitted.

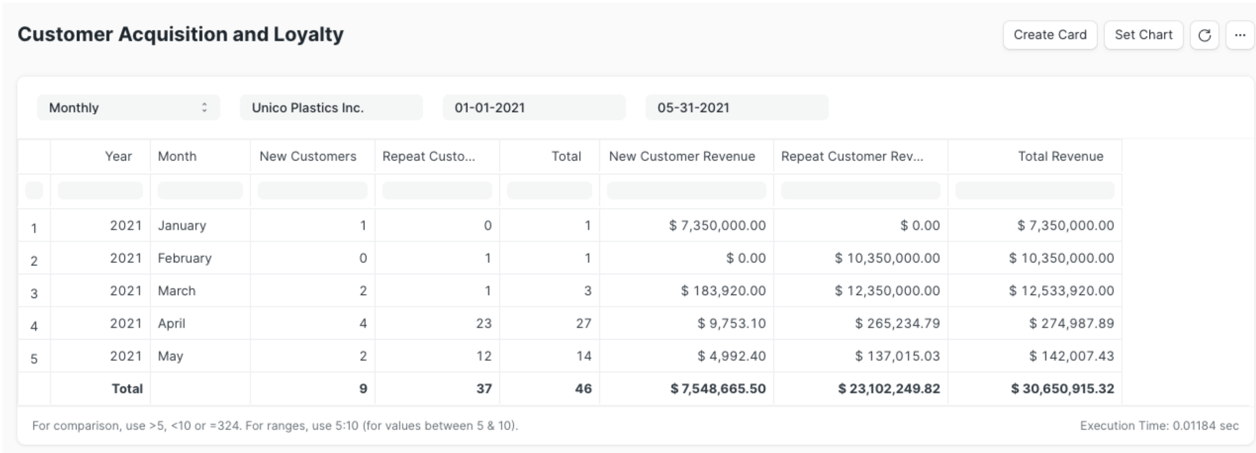
The earlier stages usually include the later stages. However, if an earlier stage was skipped, you might see counterintuitive results like two **Quotations** resulting from one **Opportunity** (because it is not mandatory to create an **Opportunity** first).



Once a date range has been selected, the graph is updated, the graph reflects the changes and the associated labels.

3. Customer Acquisition and Loyalty Report

Go to **Selling > Analytics**. To understand revenue, it's often helpful to look at the data from a new customer and existing customers standpoint. This report helps visualize customer loyalty. There are two windows within this report: The Filter Window and the Data Window.



Customer Acquisition and Loyalty

	Year	Month	New Customers	Repeat Custo...	Total	New Customer Revenue	Repeat Customer Rev...	Total Revenue
1	2021	January	1	0	1	$ 7,350,000.00	$ 0.00	$ 7,350,000.00
2	2021	February	0	1	1	$ 0.00	$ 10,350,000.00	$ 10,350,000.00
3	2021	March	2	1	3	$ 183,920.00	$ 12,350,000.00	$ 12,533,920.00
4	2021	April	4	23	27	$ 9,753.10	$ 265,234.79	$ 274,987.89
5	2021	May	2	12	14	$ 4,992.40	$ 137,015.03	$ 142,007.43
	Total		**9**	**37**	**46**	**$ 7,548,665.50**	**$ 23,102,249.82**	**$ 30,650,915.32**

For comparison, use >5, <10 or =324. For ranges, use 5:10 (for values between 5 & 10). Execution Time: 0.01184 sec

Accessing the Filter Window, the company and date ranges can be applied. Data is updated in the Data Window as changes are applied.

Within the Data Window, columns of information are accessible.

- **Moving columns**: The columns can be moved, re-arranged by clicking on the column headings and dragging them.
- **Sorting**: To sort the data in columns, click on the right-hand side of a column heading and you'll see options to sort as ascending, descending, reset sorting, or remove a column.
- **Filtering**: The text boxes below the column headings work as instant filters. Enter a number there and all matching records will be shown.

Under Key Reports there are reports for Inactive Customers, Ordered Items To Be Delivered, Sales Person-wise Transaction Summary, Item-wise Sales History, Quotation Trends, Sales Order Trends in the Selling module.

In the Other Reports section there are reports for the following:

- Lead Details
- Customer Addresses And Contacts
- BOM Search
- Available Stock for Packing Items
- Pending SO Items For Purchase Request
- Customer Credit Balance
- Customers Without Any Sales Transactions
- Sales Partners Commission